



## **Section VII: Administrative Support Services (General Government)**

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Board of Selectmen	Section VII.1
Legal	Section VII.2
Finance	
Comptroller	Section VII.3
Assessor	Section VII.4
Collector	Section VII.5
Treasurer	Section VII.6
Information Systems	Section VII.7
Town Clerk & Elections	Section VII.8
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# ***Town of Natick***

FY 2010 Budget

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# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Board of Selectmen/Town Administrator**

### **Mission:**

#### **Board of Selectmen**

The Board of Selectmen is composed of five members who are elected for three-year terms. As the Chief Elected and Executive Officers of the Town, the Selectmen are vested with all the municipal authority not specifically retained by the Town's legislative body, Town Meeting. The Selectmen appoint a Town Administrator who is responsible for the daily management of the Town and whose powers are specified in the Town of Natick Home Rule Charter.

The Selectmen issue the warrants for Town Meetings and make recommendations on the warrant articles; initiate legislative policy by including articles in Town Meeting Warrants and then implement the votes subsequently adopted. They adopt town administrative policies; review and set fiscal guidelines for the annual operating budget and the capital improvements program and make recommendations to Town Meeting on the same. The Selectmen appoint various department heads and members of boards and commissions; hold public hearings on important town issues and hold periodic conferences with agencies under their jurisdiction and with community groups; represent the Town before the General Court; and enforce Town By-Laws and regulations.

The Selectmen also serve as the licensing board responsible for issuing and renewing licenses in 19 categories, including common victualler, liquor, daily/Sunday entertainment, innholder's, taxi cab, gasoline storage and lodging house.

The Board of Selectmen generally meet every other Monday evening at 7:00 p.m. in the Edward H. Dlott Meeting room of Town Hall. The sessions are broadcast live by Pegasus, Inc. The Selectmen's meeting schedule is posted in Town Hall and on [www.natickma.gov](http://www.natickma.gov)

#### **Town Administrator**

The Town Administrator serves as the Chief Operating Officer of the Town. The Town Administrator's Office is committed to providing quality, cost-effective and innovative service in a supportive and creative environment. We will work cooperatively with the citizens of Natick and all municipal employees in setting direction and accomplishing goals for Town government.

The Town Administrator is appointed by the Board of Selectmen to oversee the daily operations of the Town, advise and administer the policies and procedures of the Board of Selectmen and enforce Town by-laws and actions passed by Town Meeting. The Town Administrator's authority and responsibilities are established and defined in Section 4 of the Town Charter.

The Town Administrator submits to the Board of Selectmen a proposed annual budget that includes revenue and expenditure projections for the upcoming fiscal year. The Town Administrator works with the Senior Management Team to coordinate the development of the budget. The Town Administrator's budget is presented to the Board of Selectmen, reviewed by the Finance Committee and ultimately presented to Town Meeting for action.



# ***Town of Natick***

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FY 2010 Budget Development

## **Department: Board of Selectmen/Town Administrator**

### **Mission (con't)**

The Town Administrator is responsible for the management of all Town departments (excluding the School Department), all Town funds, for providing support to the volunteer committee system, working with other levels of government, and managing special projects for the Board of Selectmen.

### **Goals:**

#### **1. Financial Management**

The Town Administrator provides leadership, timely updates and prudent advice on financial matters, gives effective assistance, promotes coordination and cooperation among the town's financial departments, and develops capital and operating budgets in line with sound municipal practice and the town's bylaws.

- a. Executes a well-organized budget development process
- b. Timely updates to operating and capital budget programs
- c. Effective coordination among Administration, Comptroller, School Department and state agencies

#### **2. Communications**

The Town Administrator maintains and improves communications with the public and among town committees and departments, identifies and pursues opportunities for effective public communication, and is responsive to public and official inquiries.

- a. Timely notification of issues that require Board attention or action
- b. Town web site is current with a mechanism for updates and feedback
- c. TA newsletter is distributed quarterly
- d. Town departments are responsive to citizen communication

#### **3. Operations**

The Town Administrator identifies opportunities to improve productivity, innovation, staff development and cost efficiencies; promotes a positive work environment, encourages accountability and cooperation within and between departments, and provides status reports while working to further major projects and initiatives.

- a. Identifies and proposes specific areas to improve productivity, service and cost-efficiency
- b. Proposes staff development, training and accountability initiatives
- c. Meets deadlines, provides advance notice of changes and delays
- d. Delegates responsibility to department heads and staff as appropriate
- e. Coordinates projects with legislative delegation, state and regional agencies, etc.

#### **4. Long-Range Planning**

The Town Administrator participates in the Strategic Planning Process, and acts in a way to protect the long-term financial, social, economic and environmental interests of the community.

- a. Coordinates development efforts to involve appropriate boards, departments and the public
- b. Provide a management response to the approved Strategic Plan
- c. Executes aspects of the Strategic Plan as directed by the Board



# ***Town of Natick***

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FY 2010 Budget Development

**Department: Board of Selectmen/Town Administrator**

## **Budget Overview:**

### **I. Main Purpose of the Department**

The Board of Selectmen is the chief executive and policymaking body in the Town of Natick. Elected by the people of the Town, the five member Board hires a Town Administrator to manage the day-to-day operations of the town. In addition to establishing the policies of the Town of Natick, the Board also serves as Water and Sewer Commissioners and Road Commissioners for public ways in the Town of Natick.

The Town Administrator is the Chief Operating Officer of the Town and executes the policies of the Board. In addition to managing the day-to-day operations of Town government, the Town Administrator works with department heads and relevant policy-making bodies to develop long-term financial, capital and service plans.

### **II. Recent Developments**

- Hired Michael Walters Young as Deputy Town Administrator
- Promoted James Sheridan to the position of Fire Chief
- Completed an analysis of all fees charged by municipal departments with the intent of enhancing this revenue source where appropriate
- Renewed the Financial Planning Committee to promote collaboration and sharing of information, and to develop short and long range recommendations regarding the town's financial condition; the Committee is made up of two members from each of the Board of Selectmen, Finance Committee and School Committee, as well as the Town Administrator and Superintendent of Schools.
- Re-issued a Request for Proposals to identify a developer to rebuild the Middlesex Avenue Parking Garage
- Appointed a Building Committee to develop a proposal for a Community/ Senior Center
- With other Boards, advanced the Natick 360 Strategic Planning effort
- Worked with Revenue Enhancement Task Force and Expense Control Task Force to develop and pursue revenue generation and cost reduction strategies
- Advanced efforts of the Town's Human Services department to enhance services to individuals and families in need of support and assistance
- Formed an Energy Team and Green Team to evaluate opportunities to reduce the Town's energy consumption and minimize our environmental impact
- Developed annual Goals and Objectives for municipal departments
- In conjunction with the Personnel Board, developed a performance evaluation system for management and other non-union personnel

### **III. Current Challenges**

Our greatest challenges over the coming year will be related to the Town's financial situation. Addressing a projected Fiscal Year 2010 budget shortfall of over \$5.5 million, identifying opportunities for cost savings and reduction, balancing the need and costs associated with the proposed Senior/Community Center and new High School, striving to maintain appropriate service levels and much more will present significant challenges to the Board, the Town Administrator and the community. As we face these challenges, it will be essential that our approach to financial planning and management is sound, is understood and respected by the community and reflects a long-range perspective.



## ***Town of Natick***

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FY 2010 Budget Development

Department: Board of Selectmen/Town Administrator

### Budget Overview:

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

Although a Proposition 2 ½ Override was passed by voters last year, service reductions will be unavoidable due to significant declines in several revenue categories consistent with the national and worldwide recession. We remain committed to constructing fiscally responsible budgets to provide Natick citizens with desired services in the most equitable and cost-effective way possible.

#### **V. On the Horizon**

Unfortunately the budgetary challenges that communities are facing – Natick included – are not expected to be short term. The budget that we develop for FY 2010 – and resulting reduction in staff and services – will likely be one that we will have to live with in subsequent fiscal years, absent dramatic changes in revenues.



# Town of Natick

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FY 2010 Budget Development

Department: Board of Selectmen/Town Administrator

## Summary

### Appropriation Summary

#### Board of Selectmen/Town Administrator

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Salaries</b>						
Personnel Services	400,038	505,595	26.39%	526,307	20,712	4.10%
<b>Total Personal Services</b>	<b>400,038</b>	<b>505,595</b>	<b>26.39%</b>	<b>526,307</b>	<b>20,712</b>	<b>4.10%</b>
<b>Operating Expenses</b>						
Purchase of Services	18,887	20,500	8.54%	20,500	0	0.00%
Tech & Prof. Services	60,249	98,750	63.90%	98,750	0	0.00%
Supplies	0	5,500	#DIV/0!	5,500	0	0.00%
Other Supplies - Personnel	3,211	3,500	9.01%	3,500	0	0.00%
Other Chgs./Exp.	37,595	18,375	-51.12%	18,357	-18	-0.10%
<b>Total Operating Expenses</b>	<b>119,942</b>	<b>146,625</b>	<b>22.25%</b>	<b>146,607</b>	<b>-18</b>	<b>-0.01%</b>

<b>Total BOS/TA</b>	<b>519,980</b>	<b>652,220</b>	<b>25.43%</b>	<b>672,914</b>	<b>20,694</b>	<b>3.17%</b>
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#### Personnel Board

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Operating Expenses</b>						
Other Chgs./Exp.	0	1,000	#DIV/0!	1,000	0	0.00%
<b>Total Operating Expenses</b>	<b>0</b>	<b>1,000</b>	<b>#DIV/0!</b>	<b>1,000</b>	<b>0</b>	<b>0.00%</b>

#### Annual Town Report

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Operating Expenses</b>						
Professional Services	4,000	5,000	25.00%	5,000	0	0.00%
<b>Total Operating Expenses</b>	<b>4,000</b>	<b>5,000</b>	<b>25.00%</b>	<b>5,000</b>	<b>0</b>	<b>0.00%</b>

<b>Total Board of Selectmen/Town Administrator</b>	<b>523,980</b>	<b>658,220</b>	<b>25.62%</b>	<b>678,914</b>	<b>20,694</b>	<b>3.14%</b>
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### Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



# ***Town of Natick***

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FY 2010 Budget Development

**Department: Board of Selectmen/Town Administrator**

Staffing	2006	2007	2008	2009	2010
Town Administrator	1	1	1	1	1
Deputy Town Administrator	1	1	1	1	1
Human Resources Director	1	1	1	1	1
Executive Assistant	1.8	1.8	1.8	1.8	1.8
Administrative Assistant (Benefits)	0	0	0	1	1
Department Support	1	1	1	0.45	0.45
Environmental Compliance Officer	0.5	0.5	0.5	0.5	0.5
<b>Total FTE</b>	<b>6.3</b>	<b>6.3</b>	<b>6.3</b>	<b>6.75</b>	<b>6.75</b>

<b>Total FT/PT</b>	<b>5 FT / 2 PT</b>	<b>5 FT / 2 PT</b>	<b>5 FT / 2 PT</b>	<b>5 FT / 3 PT</b>	<b>5 FT / 3 PT</b>
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## **Notes**

Ann Wiles retired August 31, 2007 from a full time department assistant position (union). After her retirement she was asked to return on a part-time basis and has been working part time since. In 2007, the Office of the Board of Selectmen was the only office that took a cut in personnel. The Town has had a full-time Executive Assistant position reporting to the Town Administrator and Deputy Town Administrator. The part-time (3/4) Executive Assistant position was established in 1985 and reports to the Board of Selectmen, both positions are within the personnel board.

The Human Resources Director position was created in 2005 and Elizabeth Dennis was hired in August 2005. This was the first time the Town had such a position. She has since left the Town's employ and the position is currently vacant. Prior to the creation of such position, the Deputy Town Administrator assumed those responsibilities along with procurement functions (Procurement Officer).

Linda Clark's position of Benefit's Coordinator (union) has been in existence for many years, however, as part of the creation of the H.R. Director position it was determined that this position would report to the H.R. Director and was moved to the Board of Selectmen's budget when Elizabeth Dennis was hired.

The Environment Compliance Officer position was created in 2002 when the Town hired Bob Bois in February of that year to help with environmental issues the Town faced and as part of a mandate with the Environmental Protection Agency. Later, in that same year when the part-time Conservation Agent left due to budget cuts, Bob Bois assumed those responsibilities as well, allowing half of his salary to come from the Conservation budget and one half from the Board of Selectmen's budget.





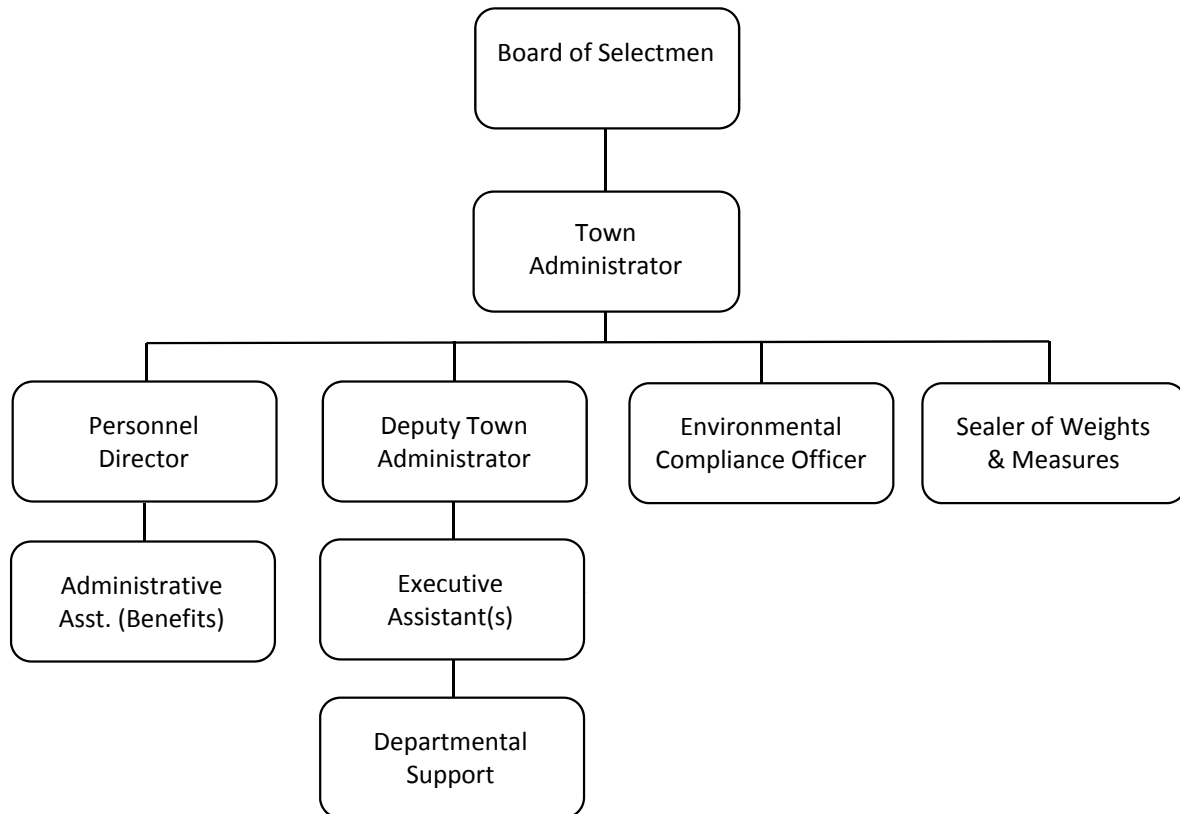
# *Town of Natick*

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FY 2010 Budget Development

Department: Board of Selectmen/Town Administrator

Organizational Chart





# Town of Natick

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FY 2010 Budget Development

Department: Board of Selectmen/Town Administrator

## Board of Selectmen/Town Administrator

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010	
					\$	%
Salaries Management	247,488	296,610	19.85%	311,419	14,809	4.99%
Salaries Supervisory	51,836	53,392	3.00%	54,993	1,601	3.00%
Salaries Operational Staff	48,973	85,995	75.60%	88,359	2,364	2.75%
Salaries Tech & Professional	45,101	46,454	3.00%	47,848	1,394	3.00%
Salaries Part/Time Operational	6,502	18,144	179.06%	18,688	544	3.00%
Management Add'l Comp	0	5,000	#DIV/0!	5,000	0	0.00%
Operational Staff Add'l Comp	138	0	-100.00%	0	0	#DIV/0!
<b>Personnel Services</b>	<b>400,038</b>	<b>505,595</b>	<b>26.39%</b>	<b>526,307</b>	<b>20,712</b>	<b>4.10%</b>
Instate Travel/Meetings	1,189	1,500	26.1%	1,500	0	0.0%
Communication Telephone	1,591	1,500	-5.7%	1,500	0	0.0%
Dues/Subscriptions	8,182	8,500	3.9%	8,500	0	0.0%
Copy/Mail Center Fees	6,980	6,000	-14.0%	6,000	0	0.0%
Training & Education	945	3,000	217.5%	3,000	0	0.0%
<b>Purchase of Services</b>	<b>18,887</b>	<b>20,500</b>	<b>8.5%</b>	<b>20,500</b>	<b>0</b>	<b>0.0%</b>
Annual Financial Audit	55,510	60,000	8.1%	60,000	0	0.0%
GASB 34 Updates		7,500	#DIV/0!	7,500	0	0.0%
GASB 45 OPEB Study		0	#DIV/0!	0	0	#DIV/0!
Consultant Assistance		3,000	#DIV/0!	3,000	0	0.0%
Consultant Parking Garage	229	0	-100.0%	0	0	#DIV/0!
Perambulation of Bounds	150	250	66.7%	250	0	0.0%
Oil Tank Remediation		22,000	#DIV/0!	22,000	0	0.0%
Printing & Advertising	4,360	6,000	37.6%	6,000	0	0.0%
<b>Tech &amp; Prof. Services</b>	<b>60,249</b>	<b>98,750</b>	<b>63.9%</b>	<b>98,750</b>	<b>0</b>	<b>0.0%</b>
Office Supplies: Stationary		5,500	#DIV/0!	5,500	0	0.0%
<b>Supplies</b>	<b>0</b>	<b>5,500</b>	<b>#DIV/0!</b>	<b>5,500</b>	<b>0</b>	<b>0.0%</b>
Supplies - Tn Administrator	3,211	3,500	9.0%	3,500	0	0.0%
<b>Other Supplies - Personnel</b>	<b>3,211</b>	<b>3,500</b>	<b>9.0%</b>	<b>3,500</b>	<b>0</b>	<b>0.0%</b>
Cochituate Rail Trail Service	11,295	0	-100.0%	0	0	#DIV/0!
Dept Fee Review Study	5,000	0	-100.0%	0	0	#DIV/0!
Natick Center Revitalization	20,500	8,000	-61.0%	8,000	0	0.0%
Metrowest Growth Management	5,800	10,375	78.9%	10,357	-18	-0.2%
<b>Other Chgs./Exp.</b>	<b>37,595</b>	<b>18,375</b>	<b>-51.1%</b>	<b>18,357</b>	<b>-18</b>	<b>-0.1%</b>
<b>Total Board of Selectmen</b>	<b>519,980</b>	<b>652,220</b>	<b>25.4%</b>	<b>672,914</b>	<b>20,694</b>	<b>3.2%</b>



# Town of Natick

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FY 2010 Budget Development

Department: Board of Selectmen/Town Administrator

## Personnel Board

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Classification Program	0	1,000	#DIV/0!	1,000	0	0.0%
Other Chgs./Exp.	0	1,000	#DIV/0!	1,000	0	0.0%
<b>Total Personnel Board</b>	<b>0</b>	<b>1,000</b>	<b>#DIV/0!</b>	<b>1,000</b>	<b>0</b>	<b>0.0%</b>

## Annual Town Report

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Printing & Advertising	4,000	5,000	25.0%	5,000	0	0.0%
Professional Services	4,000.00	5,000	25.0%	5,000	0	0.0%
<b>Total Town Report</b>	<b>4,000</b>	<b>5,000</b>	<b>25.0%</b>	<b>5,000</b>	<b>0</b>	<b>0.0%</b>

<b>Total Board of Selectmen</b>	<b>523,980</b>	<b>658,220</b>	<b>25.6%</b>	<b>678,914</b>	<b>20,694</b>	<b>3.1%</b>
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## ***Town of Natick***

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FY 2010 Budget Development

Department: Board of Selectmen/Town Administrator Line-Item Detail

Narrative:

### **Personnel Services:**

These line items represent the salaries for the Selectmen's Office. The positions covered are:

Town Administrator ~ Deputy Town Administrator ~ Personnel Director ~ Town Administrator's Clerical Support  
Board of Selectmen's Clerical Support (part time ¾ position) ~ Benefits Coordinator- Reports to Personnel Director  
Department Assistant (part time either 17 hours) ~ Environmental Compliance Officer (1/2 position)

These positions execute the policy directives of the Board of Selectmen and process a variety of licenses and reports on behalf of the Town.

### **Purchase of Services:**

**Instate Travel/Meeting:** The Board of Selectmen and Town Administrator utilize this account to pay for meetings and conference fees throughout the fiscal year.

**Communication Tel:** Office charges for telephone use.

**Dues/Subscriptions:** The bulk of the account is used for dues to the Massachusetts Municipal Association and various other dues.

**Copy/Mail Center Fees:** Account is utilized for all copying and mail charges associated with the operation of the office.

**Training & Education:** These funds are available for training opportunities for staff members throughout the organization. This account is typically used to fund one-day training events on specialized topics or computer skills.

### **Technical & Professional Services:**

**Audit Special Projects:** This account is used for individual management audit issues or specific account audits as needed throughout the year.

**Annual Financial Audit:** Provides the required annual financial audit of the Town's transactions and accounts.

**GASB 34 Updates:** This account is used to update the Town's inventory and valuation of fixed assets as required by the Government Accounting Standards Board pursuant to it Rule 34.

**Consultant Assistance:** These funds support various special engineering projects throughout the Fiscal Year, typically related to the work of the Environmental Compliance Officer.

**Cons. Parking Garage:** One time account that there is no longer a need for.

**Perambulation of Bounds:** This account funds the cost of the required visual inspection of the property bounds of the community.

**Oil Tank Remediation:** Long term monitoring required to be in compliance with state regulations.

**Printing & Advertising:** Funds are used to advertise Town Meeting, public hearings, sale of surplus property, employment opportunities and legal notices, etc.

### **Supplies:**

**Office Supplies:** Stationary: Provides for a variety of office supplies to support the Board of Selectmen's Office. Includes forms for licenses.

### **Other Supplies:**

**Supplies – TN Adm.:** Provides for a variety of office supplies to support the Town Administrator function.

### **Other Charges:**

**Cochituate Rail Trail Svc.** No longer necessary.

**Natick Center Revitalization:** These funds are available to assist Natick Center Associates with continued revitalization efforts.

**Metrowest Growth Mgmt.:** This line item funds the Town's annual dues to Metrowest Growth Management.

### **Personnel Board:**

**Classification Program:** Amount for consulting assistance for changes to the Town's Classification and Pay Program.

### **Annual Town Report:**

**Printing:** Cost to produce nearly 500 copies of the Town Report annually.



# ***Town of Natick***

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FY 2010 Budget Development

## **Department: Legal**

### **Budget Overview:**

#### **I. Main Purpose of the Department**

As prescribed under Article 22 of the By-Laws of the Town of Natick, "the Town shall have a Town Counsel who shall be an individual attorney or group, associations, firm, partnership or professional corporation of attorneys admitted to practice in the Commonwealth." Legal Services are provided by an independent contractor, appointed in one-year terms by the Board of Selectmen.

The firm of Murphy, Hesse, Toomey and Lehane, LLP provides legal services to the Town of Natick, with John Flynn, Esq. serving as Town Counsel.

#### **II. Recent Developments**

#### **III. Current Challenges**

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

#### **V. On the Horizon**

Labor counsel costs will increase significantly in FY 2010 as virtually all contracts with employee unions & associations are ending effective June 30, 2010.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Legal

## Summary

## Appropriation Summary

## Legal

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010	
					\$	%
<b>Operating Expenses</b>						
Technical & Professional Serv.	365,542	239,500	-34.48%	281,500	42,000	17.54%
Supplies	2,369	2,000	-15.58%	2,000	0	0.00%
<b>Total Operating Expenses</b>	<b>367,911</b>	<b>241,500</b>	<b>-34.36%</b>	<b>283,500</b>	<b>42,000</b>	<b>17.39%</b>

## Other Chgs & Expenses

Sub-total - Other Charges & Expenses	3,402	10,000	193.92%	10,000	0	0.00%
<b>Total Other Chgs. &amp; Expenses</b>	<b>3,402</b>	<b>10,000</b>	<b>193.92%</b>	<b>10,000</b>	<b>0</b>	<b>0.00%</b>

<b>Total Legal Services</b>	<b>371,313</b>	<b>251,500</b>	<b>-32.3%</b>	<b>293,500</b>	<b>42,000</b>	<b>16.7%</b>
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## Program Improvement Request Summary

	2010 Requested
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



# *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Legal

## Staffing

	2006	2007	2008	2009	2010
None	0	0	0	0	0
<b>Total FTE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Total FT/PT

0 FT / 0 PT   0 FT / 0 PT   0 FT / 0 PT   0 FT / 0 PT   0 FT / 0 PT

## Notes

Legal Counsel is contracted with the firm of Murphy, Hesse, Toomey and Lehane, LLP; no Town Employees are retained for the purpose of legal services.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Legal

	2008 Actual	TnAdm Recommend	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Legal Services - Retainer	91,667	50,000	-45.5%	50,000	0	0.0%
Legal Services - Litigation	90,314	120,000	32.9%	120,000	0	0.0%
Legal Services - ZBA Decisions	36,600	5,000	-86.3%	5,000	0	0.0%
Legal Services - Labor	140,877	42,000	-70.2%	84,000	42,000	100.0%
Legal Services - Appellate Tax	5,356	15,000	180.0%	15,000	0	0.0%
Legal Services - Cable	640	5,000	681.3%	5,000	0	0.0%
Legal Services - Tax Titles	0	2,000	#DIV/0!	2,000	0	0.0%
Communication Telephone	88	500	469.2%	500	0	0.0%
<b>Technical &amp; Professional Serv.</b>	<b>365,542</b>	<b>239,500</b>	<b>-34.5%</b>	<b>281,500</b>	<b>42,000</b>	<b>17.5%</b>
Law Updates/Books	2,369	2,000	-15.6%	2,000	0	0.0%
<b>Supplies</b>	<b>2,369</b>	<b>2,000</b>	<b>-15.6%</b>	<b>2,000</b>	<b>0</b>	<b>0.0%</b>
<b>Sub-total - Operating Expenses</b>	<b>367,911</b>	<b>241,500</b>	<b>-34.4%</b>	<b>283,500</b>	<b>42,000</b>	<b>17.4%</b>
Judgments - Damage Claims	3,402	2,500	-26.5%	2,500	0	0.0%
Judgments - Litigation	0	7,500	#DIV/0!	7,500	0	0.0%
<b>Sub-total - Other Charges &amp; Expenses</b>	<b>3,402</b>	<b>10,000</b>	<b>193.9%</b>	<b>10,000</b>	<b>0</b>	<b>0.0%</b>
<b>Total Legal</b>	<b>371,313</b>	<b>251,500</b>	<b>-32.3%</b>	<b>293,500</b>	<b>42,000</b>	<b>16.7%</b>





## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Legal

Line-Item Detail

Narrative:

### **Tech & Prof. Services**

Legal Services - Retainer	Set Cost of Attorney Fees for John Flynn
Legal Services - Litigation	Legal fees relative to dispute resolution (American Arbitration Assoc., etc.)
Legal Services - ZBA Decisions	Legal services relative to defending Zoning Board of Appeals decisions.
Legal Services - Labor	Legal services relating to employment issues; Increasing in FY 2010 due to large amount of contracts up for renegotiation.
Legal Services - Appellate Tax	Legal services relative to Appellate Tax Board rulings
Legal Services - Cable	fees relative to cable contract negotiations (Peter Epstein mainly)
Legal Services - Tax Titles	
Communication Telephone	Town Counsel telephone costs

### **Supplies**

Law Updates/Books	MGL updates and books - Is not always enough
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### **Other Charges & Expenditures**

Judgments - Damage Claims	Small claims against the town
Judgments - Litigation	Claims that have been litigated and a final judgment rendered



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Comptroller**

### **Mission:**

The mission of the Comptroller is to provide assurance that public money is properly administered and spent to good effect;

Audit and report on the accounts of Town Departments, Commissions and Committees;

Establish that transactions of those Town entities are in accordance with the legal authorities governing them and that funds are applied for the purposes intended;

Provide assurance all transactions are performed in accordance with the system of internal financial control put in place;

Examine whether each body administers its resources economically and efficiently and has mechanisms in place to evaluate the effectiveness of operations;

Authorize the release of funds for purposes permitted by law.

### **Goals:**

#### *Budget Process Improvements*

- With Town Administrator, Deputy Town Administrator and Finance Director re-engineer overall budgeting process
- With Finance Director develop quarterly reporting procedures for revenues
- Provide monthly exception reports to Selectmen, Finance Committee and Town Administrator (commencing after close of prior FY)
- Submit Free Cash package to Department of Revenue by 9/15
- Close books on prior FY by 10/31

#### *Personnel Training and Advancement*

- Decentralize payroll
- Create back-up and support for accounts payable & cash account functions
- Enhance staff awareness of how their function relates to overall department mission through cross training

#### *Miscellaneous*

- Investigate opportunities to better integrate accounting systems
- Enhance Communication Regarding Departmental Operations and Mission through annual presentations to Selectmen and Finance Committee re: department operations
- Once created, utilize intranet for submission of payrolls



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Comptroller**

### **Budget Overview:**

#### **I. Main Purpose of the Department**

The Department provides supervision and oversight of all financial activities of the Town; maintains the Town's financial information; and prepares and distributes financial reports to all Town departments, boards, committees, State and federal agencies and independent financial auditors in accordance with Massachusetts General Law and Generally Accepted Accounting Principles (GAAP). The Department also oversees day-to-day administration of the Town's contributory retirement system; the Comptroller serves on Natick Contributory Retirement Board in an ex-officio capacity.

#### **II. Developments in FY09**

- During the FY09 year the Department has undergone a change in staffing that is leading to further changes in FY2010. At the beginning of FY09 the Payroll Coordinator resigned. As a result the remaining Administrative Assistant in the department took on the task of filling in as Payroll Coordinator in addition to performing the duties of recording all cash receipts in the general ledger.
- In addition the Comptroller announced his resignation and will leave the post when a new Comptroller is appointed.

#### **III. Challenges for FY10**

- In addition the change in the department head, there will be challenges associated with migrating the Payroll Coordinator and concentration account reconciliation process to the Treasurer's Department.
- A new part time position has been created in the Comptroller's Department of Department Assistant and will be dedicated to the processing and recording of all vendor payments. This will allow the incumbent Assistant Comptroller the time to learn and perform tasks that are in accordance with the position description.



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

### **Department: Comptroller**

#### **Budget Overview:**

#### **IV. Significant Changes for the Upcoming Fiscal Year and Budget Impact**

There are two (2) organizational changes that are in the FY10 Budget. These changes are in line with typical organizational reporting and create improved segregation of duties.

- The Payroll Coordinator will report to the Treasurer and will also assume the reconciliation of the concentration bank account and managing the distribution of all disbursements (vendor and payroll checks).
- The part time Department Assistant is a new position in the Comptroller's Department and will be responsible for processing and recording vendor payments (Accounts Payable). That person will be working 19 hours a week, 52 weeks per year.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Comptroller

## Summary

## Appropriation Summary

## Comptroller

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Salaries</b>						
Personnel Services	283,441	295,200	4.15%	280,612	-14,588	-4.94%
<b>Total Salaries</b>	<b>283,441</b>	<b>295,200</b>	<b>4.15%</b>	<b>280,612</b>	<b>-14,588</b>	<b>-4.94%</b>
<b>Operating Expenses</b>						
Purchase of Services	35,052	22,500	-35.81%	22,500	0	0.00%
Supplies	6,148	4,000	-34.94%	4,000	0	0.00%
<b>Total Operating Expenses</b>	<b>41,200</b>	<b>26,500</b>	<b>-35.68%</b>	<b>26,500</b>	<b>0</b>	<b>0.00%</b>
<b>Total Comptroller</b>	<b>324,641</b>	<b>321,700</b>	<b>-0.91%</b>	<b>307,112</b>	<b>-14,588</b>	<b>-4.53%</b>

## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



## *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Comptroller

Staffing	2006	2007	2008	2009	2010
Comptroller	1	1	1	1	1
Assistant Comptroller	1	1	1	1	1
Procurement Officer	1	1	1	1	1
Administrative Assistant	1	1	1	1	1
Administrative Assistant	1	1	1	1	0
Benefits Administrator	1	1	1	0	0
Clerical Assistant	0.5	0.5	0.5	0.5	0
Department Assistant	0	0	0	0	0.5
<b>Total FTE</b>	<b>6.5</b>	<b>6.5</b>	<b>6.5</b>	<b>5.5</b>	<b>4.5</b>

<b>Total FT/PT</b>	<b>6 FT / 1 PT</b>	<b>6 FT / 1 PT</b>	<b>6 FT / 1 PT</b>	<b>5 FT / 1 PT</b>	<b>4 FT / 1 PT</b>
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### Notes

In FY 09 the Benefits Administrator was budgeted in the Board of Selectmen's Department. In FY 10 an Administrative Assistant (Payroll) is budgeted in the Treasurer's Department.



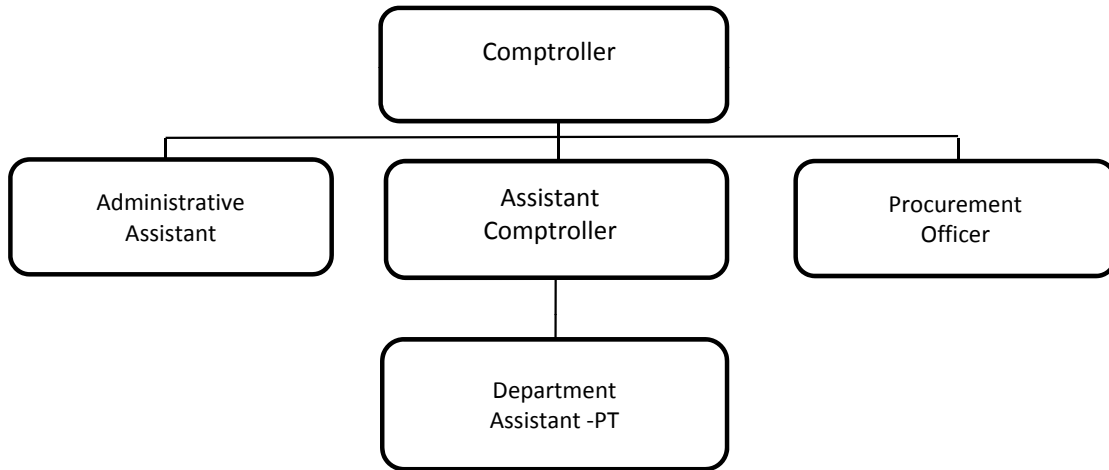
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

**Department: Comptroller's Department**

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Comptroller

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Salaries Management	77,424	83,110	7.3%	85,603	2,493	3.0%
Salaries Supervisory	59,965	61,764	3.0%	63,616	1,852	3.0%
Salaries Operational Staff	143,098	148,326	3.7%	129,393	-18,933	-12.8%
Operational Staff Overtime	2,954	2,000	-32.3%	2,000	0	0.0%
<b>Personnel Services</b>	<b>283,441</b>	<b>295,200</b>	<b>4.1%</b>	<b>280,612</b>	<b>-14,588</b>	<b>-4.9%</b>
In State Travel	454	500	10.2%	500	0	0.0%
Communication Telephone	1,856	1,500	-19.2%	1,500	0	0.0%
Training & Education	505	10,500	1979.2%	10,500	0	0.0%
Dues & Subscriptions	275	500	81.8%	500	0	0.0%
Copy/Mail Center Fees	1,601	1,000	-37.6%	1,000	0	0.0%
Bookbinding	724	3,500	383.3%	3,500	0	0.0%
Consulting Services	29,637	5,000	-83.1%	5,000	0	0.0%
<b>Purchase of Services</b>	<b>35,052</b>	<b>22,500</b>	<b>-35.8%</b>	<b>22,500</b>	<b>0</b>	<b>0.0%</b>
Copy Center Supplies	3,425	2,000	-41.6%	2,000	0	0.0%
Office Supplies	2,723	2,000	-26.6%	2,000	0	0.0%
<b>Supplies</b>	<b>6,148</b>	<b>4,000</b>	<b>-34.9%</b>	<b>4,000</b>	<b>0</b>	<b>0.0%</b>
<b>Total Comptroller</b>	<b>324,641</b>	<b>321,700</b>	<b>-0.9%</b>	<b>307,112</b>	<b>-14,588</b>	<b>-4.5%</b>





# *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Comptroller

Line-Item Detail

Narrative:

## **Personnel Services**

**Salaries Management:** Line item is the compensation for the position of Town Comptroller.

**Salaries Supervisory:** Line item is the compensation for the position of Assistant Comptroller.

**Salaries Operational Staff:** Compensation for the positions of: (1) Department Assistant and (1) Procurement Officer.

**Salaries Part-time Operational Staff:** Line item is the compensation for the position of a part-time clerk who works 988 hours per year. As part of a realignment of responsibilities between the Treasurer and Comptroller's offices, this position will be funded on a year-round basis.

**Operational Staff Overtime:** This amount is used for emergencies during peak work load times usually at the end of the fiscal year.

## **Purchase of Services**

**In State Travel:** Annual conference for the Accounts/Auditors which is held at the University of Mass and used as well by the Procurement Officer to attend various MAAPO meetings to keep up to date on procurement laws.

**Training & Education:** Continuing education for the Comptroller and Assistant Comptroller are MAA School, MUNIS training to enable staff to keep up to date with current versions and courses for the Procurement Officer to maintain procurement certification.

**Dues & Subscriptions:** Various Professional Groups i.e. Mass Accounts/Auditors, Government Finance Officers Assoc, Mass Assoc of Public Purchasing Officers dues and related materials.

**Communication Telephone:** Office telephones, Fax Machine and mobile phone for Procurement Officer.

**Copy/Mail Center Fees:** Services provided for the distribution of inter-office mail, and out going mail as well as a share of the general operation of the copy center operations.

**Bookbinding:** Permanent books and supplies for historical documents which are mandated by the Division of Public Records.

## **Supplies:**

**Copy Center Supplies:** Generic supplies needed for the operation of the center such as pens, pencils, card stock which supports the entire town.

**Office Supplies:** This line item is used to fund all the general office supplies.



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Assessor**

### **Mission:**

We the Assessors Office are responsible for assessing all property located within the Town of Natick, including real estate, personal property, excise on motor vehicles and boats.

In cooperation with the Department of Revenue, values are reviewed for accuracy each year.

Assessors are audited and certified triennially. Motor Vehicle excise information is provided by the Registry of Motor Vehicles.

We strive to provide equality, compassion, and continued support while administering the personal exemption programs in accordance with Massachusetts General Laws chapter 59 clause 5.

We will work successfully to complete all aspects of the Assessing field. We will continue to ask for the support of the Natick Community.

### **Goals:**

#### *Customer Service/Personnel Advancement*

- Create learning center for public to access and better understand assessing process, exemptions
- With Personnel Director, develop staff training for customer service and team building

#### *Enhance Web and Other Computer Applications*

- Work with DPW to add GIS layers; support Executive Committee with Finance Director
- Upgrade on-line assessment photographs as part of property revaluation
- Incorporate condo unit data into CAMA system

#### *Policy Issues*

- Develop policy for adoption by Board of Assessors re: property tax for affordable units.
- Investigate PILOT opportunities for tax exempt properties

#### *Miscellaneous*

- Enhance communication with Community Development/Building Dept. to ensure more timely & complete record updates
- Monitor overlay reserve account for sufficiency & opportunities to release funds



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Assessor**

### **Budget Overview:**

**I. Main Purpose of the Department** – The Assessors Office serves as an advisory department to the Board of Assessors. The department is responsible for the assessment of all taxable property within the community. This includes; residential real estate, commercial and industrial real estate, motor vehicle excise, personal property, and boat excise tax. The department also manages betterment assessments, personal exemptions, abatements and tax appeals. The assessors are also required to update assessors' maps annually.

**II. Recent Developments** –The new Natick Collection Expansion is fast becoming complete and will be contributing to Natick's tax base. The condominiums will be added to the tax base and will produce much needed revenue. The Natick Collection has been inspected from top to bottom and all new businesses are contributing their share. The increase to the personal exemption 41C and the senior work program will continue to provide elders with a greater credit to their tax bills. The seniors received a new benefit in fiscal year 2009, this is the addition of providing trash bags quarterly to those who qualify. This, together with additional exemption relief, hope to ease some of their tax burden. The staff continues to work tirelessly completing all of the requested inspections, and assisting with exemption filings. The Assessors staff will be available to assist taxpayers in the abatement process. We will continue to offer education and guidance with the abatement and exemption applications.

Multiple changes to Massachusetts statutes continue to require additional staff time in FY2009, and in FY 2010. These include: additional statistical reporting for interim year adjustments, continued implementation of excise abatement procedures, new review of Telecommunication properties, certifying manufacturing and foreign corporations, changes to the corporate exemption for personal property, changes to the boat excise tax procedures, changes to the state owned land valuation procedures, and finally changes to the exemption qualification guidelines.

**III. Current Challenges** – Building improvements continue to challenge the staff of the Assessing department. Building permits continue to increase. The staff is required to inspect all building permits when the work is complete or a certificate of occupancy is issued. The certificate of occupancy program increases revenue; however it also requires the assessors' staff to inspect each property prior to the issuance of a certificate of occupancy. This also requires the assessors to create and generate a new commitment and billing. The Assessors anticipate a continued challenge with the Natick Collection Condominium Phase: We have conducted over 200 certificate of occupancy inspections at the mall location. The Staff will continue to process all the administrative and technical challenges the mall project introduces. The staff will also continue with all building permit inspections. A recent change to the personal exemption program has increased the amount of time the staff that is required to assist the seniors. We are thankful we have been able to reach so many seniors with the exemption program.



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

### **Department: Assessor**

#### **Budget Overview:**

**IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact - Fiscal Year 2010** is a revaluation year for the Town of Natick. The staff will be working tirelessly to cooperate with the extensive statistical review required by the Department of Revenue. Ongoing inspections and countless hours of review will monopolize the staff hours. The changes mentioned above created additional workload for the staff, coupled with the revaluation certification review the office will be pushed to its limit. The Natick Collection will continue to be a time consuming project. Increase in building permits, excise changes, and exemption changes will impact the required staff hours. Additional exemption changes have created a need to educate and assist many seniors in completing the exemption application. A constant friendly voice and a willingness to help will provide the seniors with knowledge to take advantage of the programs offered.

**V. On the Horizon –** In Fiscal year 2011 we will be requested to submit interim year adjustment reports to the Department of Revenue. It will seem as if we just completed the process but again we will be asked to provide information to justify all assessments. The assessors must plan for the audit and review of the Department of Revenue. We must continue to conduct property inspections and sales review. The Assessors Staff will continue to assist and educate the Senior population in an effort to help ease their tax burden.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Assessor

## Summary

## Appropriation Summary

## Assessor

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Salaries</b>						
Personnel Services	283,212	295,043	4.18%	303,588	8,545	2.90%
<b>Total Salaries</b>	<b>283,212</b>	<b>295,043</b>	<b>4.18%</b>	<b>303,588</b>	<b>8,545</b>	<b>2.90%</b>
<b>Operating Expenses</b>						
Purchase of Services	67,637	61,300	-9.37%	61,300	0	0.00%
Supplies	1,693	4,500	165.87%	4,500	0	0.00%
Other Chgs. / Exp.	263,897	80,000	-69.69%	80,000	0	0.00%
<b>Total Operating Expenses</b>	<b>333,226</b>	<b>145,800</b>	<b>-56.25%</b>	<b>145,800</b>	<b>0</b>	<b>0.00%</b>
<b>Total Assessor</b>	<b>616,439</b>	<b>440,843</b>	<b>-28.49%</b>	<b>449,388</b>	<b>8,545</b>	<b>1.94%</b>

## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



# *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Assessor

## Staffing

	2006	2007	2008	2009	2010
Director of Assessing	1	1	1	1	1
Assistant Assessor	2	2	2	2	2
Executive Assistant	1	1	1	1	1
Administrative Assistant	1	1	1	1	1
<b>Total FTE</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>

**Total FT/PT**

**5 FT / 0 PT**

## Notes



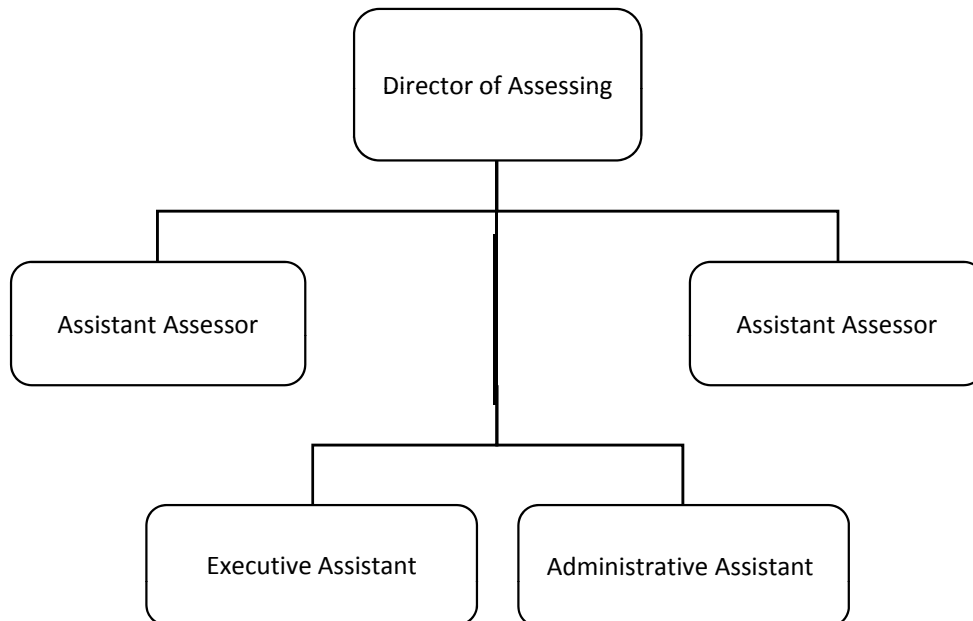
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Assessor

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Assessor

	No. of Staff	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Salaries Management	1.0	77,516	79,842	3.0%	82,237	2,395	3.0%
Salaries Operational Staff	2.0	86,803	89,407	3.0%	91,645	2,238	2.5%
Salaries Tech & Professional	2.0	117,612	123,332	4.9%	127,233	3,901	3.2%
Operational Staff Additional Comp		156	462	195.9%	473	11	2.4%
Operational Staff Overtime		1,125	2,000	77.7%	2,000	0	0.0%
<b>Personnel Services</b>	<b>5.0</b>	<b>283,212</b>	<b>295,043</b>	<b>4.2%</b>	<b>303,588</b>	<b>8,545</b>	<b>2.9%</b>
Repairs & Maint Equip		4,848	2,800	-42.2%	2,800	0	0.0%
In State Travel/Meetings		3,170	3,000	-5.4%	3,000	0	0.0%
Communication Telephone		2,436	2,800	14.9%	2,800	0	0.0%
Education & Training		1,215	1,500	23.5%	1,500	0	0.0%
Dues & Subscriptions		1,325	2,500	88.7%	2,500	0	0.0%
Tax Mapping		46,093	45,000	-2.4%	45,000	0	0.0%
Copy/Mail Center Fees		3,868	2,200	-43.1%	2,200	0	0.0%
Communication Postage		4,681	1,500	-68.0%	1,500	0	0.0%
<b>Purchase of Services</b>		<b>67,637</b>	<b>61,300</b>	<b>-9.4%</b>	<b>61,300</b>	<b>0</b>	<b>0.0%</b>
Office Supplies		1,693	4,500	165.9%	4,500	0	0.0%
<b>Supplies</b>		<b>1,693</b>	<b>4,500</b>	<b>165.9%</b>	<b>4,500</b>	<b>0</b>	<b>0.0%</b>
Revalue of Real Property		263,897	80,000	-69.7%	80,000	0	0.0%
<b>Other Chgs. / Exp.</b>		<b>263,897</b>	<b>80,000</b>	<b>-69.7%</b>	<b>80,000</b>	<b>0</b>	<b>0.0%</b>
<b>Total Assessor</b>		<b>614,746</b>	<b>440,843</b>	<b>-28.3%</b>	<b>449,388</b>	<b>8,545</b>	<b>1.9%</b>





# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Assessor

Line-Item Detail

## Narrative:

**Salaries Management:** Salary to fund the full time Director of Assessing. This position manages the day to day operations of the Assessors Office including: commercial valuation, residential valuation, personal property valuation, tax mapping, excise tax, personal exemptions, building permit and sales inspections, special assessments, abatements, and Appellate Tax Board appeals. Also responsible for Database and computer systems design and management for Landisc (assessors document archiving and picture storage software), Unifers and AssessPro (CAMA and personal property valuation software), Assessors ArcGis (mapping and GIS), Point Software (abatements and excise), the Assessors management package, and the abutters program. Primary person for internet and website design and updates. This position is the liaison between the Board of Assessors and other boards, administrative offices, and the Department of Revenue.

**Salaries Technical & Professional:** Salaries for two full time Assistant Assessors.

The first Assistant Assessor is responsible for the following:

- 40% Residential Data Collection
- Assists w/ large commercial data collection
- Residential Value Review
- 50% Sales Inspections
- 25% Building Permit Inspections
- Abatement Inspections
- Abatement Application Control
- Betterment & Lien Management • Personal Exemptions and the Senior Work Program
- ATB setup
- Excise Abatement Reconciliation
- Real Estate Abatement Reconciliation
- Deed Coding
- 50% Personal Property
- Data Entry

The second Assistant Assessor is responsible for the following:

- Deed Storage and Control
- Plan and Subdivision Cuts and Combos
- 40% Residential Data Collection
- 50% Sales Inspections
- 50% Building Permit Inspections
- Abatement Inspections • Updates Landisc (document archiving and picture management)
- Assessors Map Update Coordinator
- Supports other Departments and the public with assessors' information requests
- Data Entry

**Salaries Operational Staff:** Salaries for two full time Assistants, one Executive Assistant and one Administrative. The primary responsibilities are:

### **Executive Asst 1**

- Personal Property Data Entry
- Real Estate Data Entry
- Deed Data Entry
- Customer Support (Counter and Phone)
- Taxpayer Mailings
- Form of List Mailings

### **Admin Asst 1**

- Customer Assistance (Counter and Phone)
- Excise Abatements
- Initial Building Permit Entry
- Mail
- Taxpayer Mailings
- Real Estate Data Entry



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Assessor

Line-Item Detail

### Narrative:

**Operational Staff Additional Compensation:** This line item is for staff that need compensation for longevity as of their employment date.

**Operational Staff Overtime:** This item is related to overtime requirements related to peak periods during property revaluations. The Assessors office is attempting to offset our outside revaluation costs by completing the tasks in house. The overtime hourly rate is less expensive than using a consultant to complete the same work.

**Repairs & Maint Equip:** This line item is used to repair and /or replace existing equipment required for the day to day operations of the Assessors Office. Time Clock (used to date stamp official documents), Fax Machine, and other miscellaneous equipment.

**In State Travel/Meetings:** This fund is used by the Assessors Staff and the Board of Assessors to attend training and professional meetings.

**Education:** This item is designed to offset the cost of professional education. The Massachusetts Association of Assessing Officers requires continued education for certification. The typical IAAO course cost is \$525. The typical MAAO course ranges from \$50 for seminars to over \$575 for most formal courses. Continued professional education is a key to maintaining a knowledgeable staff.

**Communications Postage:** Costs for phone service and postage related to the Assessors Office.

**Dues & Subscriptions:** This line item is used to maintain the current status for the Town of Natick Assessing Staff and the Board of Assessors in the International Association of Assessing Officers, Massachusetts Association of Assessing Officers., and the Middlesex County Association of Assessing Officers. This allows the office to receive valuable training at discounted rates, newsletters and updates regarding the assessing profession.

**Tax Mapping:** This line item is used for professional services related to tax mapping. The town must update tax maps to receive certification from the Department of Revenue to tax property.

**Copy/Mail Center Fees:** This line item is used to support the assessor's share of the copy and mail center.

**Office Supplies:** Cost for office supplies related the Assessors Office.

**Revaluation of Property:** This account is used to support the primary costs related to the revaluation of property required under the provisions of Massachusetts General Laws Chapter 59. This is used to augment the work of the assessing staff and for software/hardware costs not covered by the information technology budget that are directly related to property revaluation.



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Collector**

### **Mission:**

The Treasurer/Collector's office is responsible for the billing, collecting and investing of all monies due to the Town including but not limited to- Real Estate tax, Personal Property Tax, Motor Vehicle Excise Tax, Boat Excise Tax, Parking Ticket fines, Water and Sewer Bills, Parking Meter receipts, Pay as You Throw, Federal and State reimbursements and grants, as well as a myriad of miscellaneous departmental permits, license and fees.

The department is responsible for the reconciliation of checks and bank accounts.

The department issues all authorized debt for both short and long term borrowing.

The department is also responsible for the maintenance of all properties taken for nonpayment of taxes and for all public auction or disposition of all foreclosed properties.

### **Goals:**

#### *Personnel Advancement*

- Work with Personnel Director on customer service/team building
- Reconfigure Collector's Office personnel to facilitate better service

#### *Enhance On-line, Web, Computer Applications*

- Work with DPW to add on-line Geographic Information System (GIS) capabilities; create Executive Committee to enhance usability throughout organization
- Working with Information Technology department, work toward development of intranet
- Working with Town Administrator, establish position for web development/ maintenance
- Enhance customer access; oversee creation of additional on-line payments for bulky waste, recreation programs, others as appropriate

#### *Budget Process Improvements*

- Oversee integration of various MUNIS personnel functions
- With Town Administrator, Deputy Town Administrator and Comptroller, re-engineer overall budgeting process
- With DPW, consider alternatives to water billing system

#### *Miscellaneous*

- Facilitate same-day deposits of payments
- Scan all checks for record keeping
- Implement new water billing system including averaging for condos
- Begin to assess opportunities for public information kiosk at Town Hall & Morse Institute Library
- Bid Insurance Programs
- With Comptroller, develop quarterly reporting procedure for revenues



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Collector**

### **Budget Overview:**

#### **I. Main Purpose of the Department**

The Collector's Office is responsible for the billing and collection of all real estate, personal property, motor vehicle excise and boat excise taxes, parking ticket fines, parking meter receipts, Pay as You Throw fees, and a myriad of miscellaneous departmental permit, license, fees, and other receipts. The Department is responsible for the notification and advertisement of delinquent real estate accounts, Registry of Motor Vehicle "flagging" of delinquent accounts, and other collection activities.

#### **II. Recent Developments**

The "online" payment capabilities continues to mark our commitment to improvement in the services provided to the residents of Natick. An "online" application for ordering "municipal lien certificate" was added to our online payment capabilities. Software applications for Community Development receipts and Pay as You Throw billing were developed utilizing QuickBooks Pro and joins Police Detail billing in our suite of billing and collection applications. During FY2009 a web application that will provide access to ".pdf" copies of current bills will be made available to the public.

#### **III. Current Challenges**

The Town installed Point Software systems for real estate, personal property, and motor excise billing in FY2002. The conversion of prior receivables information into the Point applications is a high priority for completion. The final conversion of MUNIS applications to the Point Software systems should be complete and implemented for FY2009.

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

The budget request for FY2009 includes continued, but reduced, funding for improved notification to delinquent accounts, notification to subsequent/new property owners, and additional research/resolution for returned mail.

#### **V. On the Horizon**

The Town will be required to comply with any new or modified legislation and programs adopted in the Commonwealth of Massachusetts. The development of increased Internet access to information and the development of information kiosks at Town Hall and Library are priorities for the near future.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Collector

## Summary

## Appropriation Summary

## Comptroller

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010	
					\$	%
<b>Salaries</b>						
Personnel Services	169,534	184,013	8.5%	191,011	6,998	3.8%
<b>Total Salaries</b>	<b>169,534</b>	<b>184,013</b>	<b>8.5%</b>	<b>191,011</b>	<b>6,998</b>	<b>3.8%</b>
<b>Operating Expenses</b>						
Purchase of Services	76,748	69,350	-9.6%	69,350	0	0.0%
Tech. & Prof. Serv.	82,647	62,500	-24.4%	62,500	0	0.0%
Supplies	4,567	4,000	-12.4%	4,000	0	0.0%
<b>Total Operating Expenses</b>	<b>159,395</b>	<b>131,850</b>	<b>-17.3%</b>	<b>131,850</b>	<b>0</b>	<b>0.0%</b>
<b>Total Comptroller</b>	<b>328,929</b>	<b>315,863</b>	<b>-4.0%</b>	<b>322,861</b>	<b>6,998</b>	<b>2.2%</b>

## Program Improvement Request Summary

	2010 Requested
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



# *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Collector

Staffing		2006	2007	2008	2009	2010
Collector		0.7	0.7	0.7	0.7	0.7
Assistant Collector		0.7	0.7	0.7	0.7	0.7
Administrative Assistant		1	1	1	1	1
Department Support		1	1	0.4	0.4	0.4
Total FTE		3.4	3.4	2.8	2.8	2.8

Total FT/PT	4 FT / 0 PT	4 FT / 0 PT	4 FT / 0 PT	3 FT / 1 PT	3 FT / 1 PT
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## **Notes**

Collector & Assistant Collector are Full-time positions - split between the Collector & Treasurer budgets.



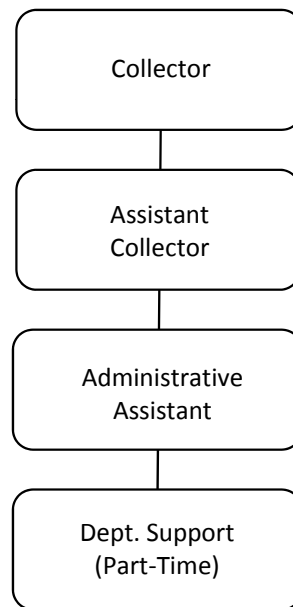
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Collector

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Collector

	<i>No. of Staff</i>	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010	
						\$	%
Salaries Management	<i>0.7</i>	71,600	75,199	5.0%	77,444	2,245	3.0%
Salaries Supervisory	<i>0.7</i>	40,501	43,177	6.6%	46,130	2,953	6.8%
Salaries Operational Staff	<i>1.0</i>	42,020	43,281	3.0%	44,368	1,087	2.5%
Salaries Temp Operational Staff	<i>0.4</i>	12,320	14,423	17.1%	15,127	704	4.9%
Operational Staff Additional Comp		420	433	3.0%	442	9	2.1%
Operational Staff Overtime		2,673	7,500	180.6%	7,500	0	0.0%
<b>Personnel Services</b>	<i>2.8</i>	<b>169,534</b>	<b>184,013</b>	<b>8.5%</b>	<b>191,011</b>	<b>6,998</b>	<b>3.8%</b>
Repair & Maint Equipment		2,850	1,500	47.4%	1,500	0	0.0%
In State Travel/Meetings		0	500	#DIV/0!	500	0	0.0%
Training & Education		535	800	49.5%	800	0	0.0%
Communication Telephone		530	750	41.5%	750	0	0.0%
Communication Postage		48,260	48,300	0.1%	48,300	0	0.0%
Collection Activities		23,109	15,500	-32.9%	15,500	0	0.0%
Copy/Mail Center Fees		1,464	2,000	36.6%	2,000	0	0.0%
<b>Purchase of Services</b>		<b>76,748</b>	<b>69,350</b>	<b>-9.6%</b>	<b>69,350</b>	<b>0</b>	<b>0.0%</b>
Real Estate Tax Billing		10,390	8,000	-23.0%	8,000	0	0.0%
Motor Vehicle Excise Tax Billing		4,100	3,000	-26.8%	3,000	0	0.0%
PAYT Billing		2,000	1,000	-50.0%	1,000	0	0.0%
Police Detail Billing		3,390	4,000	18.0%	4,000	0	0.0%
Ambulance Fee Collections		62,768	46,500	-25.9%	46,500	0	0.0%
<b>Tech. &amp; Prof. Serv.</b>		<b>82,647</b>	<b>62,500</b>	<b>-24.4%</b>	<b>62,500</b>	<b>0</b>	<b>0.0%</b>
Office Supplies		4,567	4,000	-12.4%	4,000	0	0.0%
<b>Supplies</b>		<b>4,567</b>	<b>4,000</b>	<b>-12.4%</b>	<b>4,000</b>	<b>0</b>	<b>0.0%</b>
<b>Total Collector</b>		<b>333,497</b>	<b>319,863</b>	<b>-4.1%</b>	<b>326,861</b>	<b>6,998</b>	<b>2.2%</b>





## Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Collector

Line-Item Detail

Narrative:

### Personnel Services

**Salaries Management** This is the prorated portion of the Finance Director/Treasurer's salary in the capacity as Town Collector (approximately 70% of total salary).

**Salaries Supervisory** This is the prorated portion of the Assistant Treasurer / Assistant Collector's salary in the capacity as the Town's Assistant Collector (approximately 2/3 of total salary).

**Salaries Operational Staff** Salary for one staff position is funded in this line item. This position is responsible for Municipal Lien Certificate preparation and is the primary public contact person at the Collector's public service window. A full time position was reduced from this line item in FY2008 after an employee retirement. A position listed in the Utility Billing budget will be funded in the amount of 50% via indirect charge to the General Fund. Adjustments in overtime

**Part Time Operational** This funds 720 hours of part time operational staff. This position will provide administrative / clerical support to the Finance Director/ Collector and will be available during peak tax receipt periods to supplement the full time Collector's staff.

**Overtime Operational** This funds overtime worked by operational staff during peak tax receipt periods. These include the weeks of the real estate and personal property due date (Aug 1, Nov 1, Feb 1, & May 1) and various excise tax billings randomly during the year.

### Purchase of Services

**Repairs and Maintenance** This is for the maintenance and repair of business equipment such as date stamp, check signer, endorser, bar code readers, specialized printer, etc.

**In State Travel/Meetings** For attendance at Department of Revenue seminars, Treasurer / Collector Association meetings, and administrative / clerical support staff seminars.

**Training and Education** The costs related MUNIS or POINT Software training, PC-specialized training seminars, etc.

**Communication Telephone** This is the proportional costs assigned to the Collector's Office for telephone service.

**Communication Postage** This is the direct cost associated with the mailings from the Collector's Office.

**Collection Activities** These funds are for additional mailings of notices of unpaid / delinquent tax, excise, police detail, tax title, betterment, and other accounts receivable.

**Copy/Mail Center Fees** This is the proportional cost assigned to the Collector's Office for mail center labor for mail handling and copy charges.

### Technical & Professional Services

**Real Estate Tax Billing** The cost of producing and mailing (non postage) the real estate bills on a quarterly basis Motor

**Vehicle Tax Billing** The cost of producing and mailing (non postage) the excise tax bills for multiple annual commitments

**PAYT Billing** The costs producing and mailing (non postage) Pay As You Throw invoices. These invoices are produced weekly with

anticipated annual revenue of approximately \$1,100,000.

**Police Detail Billing** The costs producing and mailing (non postage) Police Detail invoices. These invoices are produced weekly with anticipated annual collections of approximately \$500,000. The requested appropriation represents approximately 25% of the service charges billed with the Police Detail invoices.

**Ambulance Fee Collection** These represent fees, based on 4.75% of collected revenue, for a service agency to process all ambulance invoicing and insurance claim processing.

**Mailing / Postage Services** These represent charges for the operational lease and maintenance of postage meters, inserters, folders, for all mailings handled in the Copy Center. The Collector is primary department utilizing this equipment. The equipment will be leased as a non capital lease for a period of three years. At the end of the three year period a new lease would be executed / equipment replaced. These items will be procured via a State of Massachusetts bidding procedure.

### Supplies

**Office Supplies** General office supplies for the Collector's Office for employee benefit and bank reconciliation functions.



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Treasurer**

### **Mission:**

The Treasurer/Collector's office is responsible for the billing, collecting and investing of all monies due to the Town including but not limited to- Real Estate tax, Personal Property Tax, Motor Vehicle Excise Tax, Boat Excise Tax, Parking Ticket fines, Water and Sewer Bills, Parking Meter receipts, Pay as You Throw, Federal and State reimbursements and grants, as well as a myriad of miscellaneous departmental permits, license and fees.

The department is responsible for the reconciliation of checks and bank accounts.

The department issues all authorized debt for both short and long term borrowing.

The department is also responsible for the maintenance of all properties taken for nonpayment of taxes and for all public auction or disposition of all foreclosed properties.

### **Goals:**

#### *Personnel Advancement*

Reconfigure Collector's Office personnel to facilitate better service

#### *Enhance On-line, Web, Computer Applications*

Work with DPW to add on-line Geographic Information System (GIS) capabilities; create Executive Committee to enhance usability throughout organization

Working with Information Technology department, work toward development of intranet

Working with Town Administrator, establish position for web development/ maintenance

Enhance customer access; oversee creation of additional on-line payments for bulky waste, recreation programs, others as appropriate

#### *Budget Process Improvements*

Oversee integration of various MUNIS personnel functions

With Town Administrator, Deputy Town Administrator and Comptroller, re-engineer overall budgeting process

With DPW, consider alternatives to water billing system

#### *Miscellaneous*

Facilitate same-day deposits of payments

Scan all checks for record keeping

Implement new water billing system including averaging for condos

Begin to assess opportunities for public information kiosk at Town Hall & Morse Institute Library

Bid Insurance Programs

With Comptroller, develop quarterly reporting procedure for revenues



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Treasurer**

### **Budget Overview:**

#### **I. Main Purpose of the Department**

The Treasurer's Office is responsible for all cash management activities for the Town of Natick. This includes the receipt, deposit, and disbursement of funds including accounts payable and payroll funds. The Treasurer is responsible for investment activities of available funds. The Treasurer's Office also maintains Tax Title accounts and is responsible for the collection of these delinquent property taxes. The Treasurer is also responsible for the issuance of all authorized debt for short and long term borrowing.

#### **II. Recent Developments**

The installation and conversion of all Tax Title accounts into Point Software's software module is completed. The goal of this effort is to improve the management of existing accounts and assist in the timely processing of Tax Title activity. Investment rates are now decreasing prompting a comprehensive review of the investment strategy for Town funds to maximize investment income.

#### **III. Current Challenges**

The Treasurer has determined that it is in the Town's best interest to proceed with the provisions of Chapter 200A Section 5 regarding outstanding checks and refunds. The provisions will allow the Treasurer to follow established rules for return of these funds to the correct party or for the Town to retain the funds if they become abandoned property.

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

As noted in the Collector's budget, funds are requested for improved notification to delinquent accounts including Tax Title.

#### **V. On the Horizon**

The Town will be required to comply with any new or modified legislation and programs adopted in the Commonwealth of Massachusetts.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Treasurer

## Summary

## Appropriation Summary

## Treasurer

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Salaries</b>						
Personnel Services	136,416	114,204	-16.3%	146,697	32,493	28.5%
<b>Total Salaries</b>	<b>136,416</b>	<b>114,204</b>	<b>-16.3%</b>	<b>146,697</b>	<b>32,493</b>	<b>28.5%</b>
<b>Operating Expenses</b>						
Purchase of Services	20,934	24,750	18.2%	24,750	0	0.0%
Tech & Prof. Services	45,011	35,000	-22.2%	35,000	0	0.0%
Supplies	3,536	4,000	13.1%	4,000	0	0.0%
<b>Total Operating Expenses</b>	<b>69,481</b>	<b>63,750</b>	<b>-8.2%</b>	<b>63,750</b>	<b>0</b>	<b>0.0%</b>
<b>Total Treasurer</b>	<b>205,897</b>	<b>177,954</b>	<b>-13.6%</b>	<b>210,447</b>	<b>32,493</b>	<b>18.3%</b>

## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



## *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Treasurer

Staffing	2006	2007	2008	2009	2010
Treasurer	0.29	0.29	0.29	0.29	0.29
Assistant Treasurer	0.33	0.33	0.33	0.33	0.33
Administrative Assistant	1	1	1	1	1
Payroll Coordinator	0	0	0	0	1
Department Support - Part time	0.00	0.00	0.00	0.49	0
<b>Total FTE</b>	<b>1.63</b>	<b>1.63</b>	<b>1.63</b>	<b>2.12</b>	<b>2.63</b>

<b>Total FT/PT</b>	<b>3 FT / 0 PT</b>	<b>3 FT / 0 PT</b>	<b>3 FT / 0 PT</b>	<b>3 FT / 1 PT</b>	<b>4 FT / 0 PT</b>
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### Notes

Treasurer & Assistant Treasurer are split between Collector & Treasurer budgets.



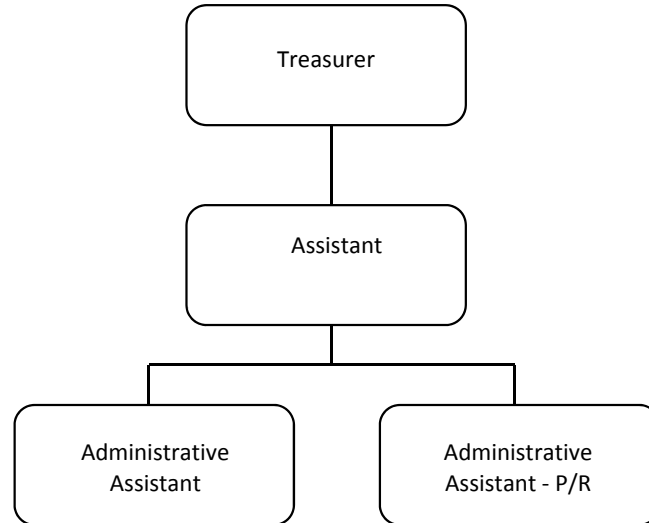
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Treasurer

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Treasurer

	No. of Staff	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010	
						\$	%
Salaries Management	0.29	29,802	31,311	5.1%	32,250	939	3.0%
Salaries Supervisory	0.33	20,375	21,721	6.6%	23,212	1,491	6.9%
Salaries Operational Staff	2.00	84,041	43,281	-48.5%	88,735	45,454	105.0%
Part Time Operational Staff		0	15,391	#DIV/0!	0	-15,391	-100.0%
Overtime Operational Staff		2,198	2,500	13.7%	2,500	0	0.0%
<b>Personnel Services</b>	<b>2.63</b>	<b>136,416</b>	<b>114,204</b>	<b>-16.3%</b>	<b>146,697</b>	<b>32,493</b>	<b>28.5%</b>

Repair & Maint Equipment		7,905	6,000	-24.1%	6,000	0	0.0%
In State Travel/Meetings		538	500	-7.0%	500	0	0.0%
Training & Education		1,995	2,000	0.3%	2,000	0	0.0%
Communication Telephone		452	800	76.9%	800	0	0.0%
Communication Postage/Envelopes		6,759	13,050	93.1%	13,050	0	0.0%
Copy/Mail Center Fees		3,284	2,400	-26.9%	2,400	0	0.0%
Purchased Services Misc.		0	0	#DIV/0!	0	0	#DIV/0!
<b>Purchase of Services</b>		<b>20,934</b>	<b>24,750</b>	<b>18.2%</b>	<b>24,750</b>	<b>0</b>	<b>0.0%</b>

Banking Services Fees		45,011	35,000	-22.2%	35,000	0	0.0%
Master Charge Fees		0	0	#DIV/0!	0	0	#DIV/0!
<b>Tech &amp; Prof. Services</b>		<b>45,011</b>	<b>35,000</b>	<b>-22.2%</b>	<b>35,000</b>	<b>0</b>	<b>0.0%</b>

Office Supplies		3,536	4,000	13.1%	4,000	0	0.0%
<b>Supplies</b>		<b>3,536</b>	<b>4,000</b>	<b>13.1%</b>	<b>4,000</b>	<b>0</b>	<b>0.0%</b>

<b>Total Treasurer</b>		<b>205,897</b>	<b>177,954</b>	<b>-13.6%</b>	<b>210,447</b>	<b>32,493</b>	<b>18.3%</b>
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## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Treasurer

Line-Item Detail

Narrative:

### **Personnel Services**

**Salaries Management** This is the prorated portion of the Finance Director/Treasurer's salary in the capacity as Town Treasurer (approximately 30% of total salary).

**Salaries Supervisory** This is the prorated portion of the Assistant Treasurer / Assistant Collector's salary in the capacity as the Town's Assistant Treasurer (approximately 1/3 of total salary).

**Salaries Operational Staff** Salaries for two staff positions are funded in this line item. One position is responsible for employee benefit administration. The second position is responsible primarily for cash and account reconciliation.

**Overtime Operational** Overtime for the operational staff member. These fund overtime in peak demand times to remain current for any cash / bank reconciliation requirements.

### **Purchase of Services**

**Repairs and Maintenance** This is for the maintenance and repair of business equipment such as date stamp, check signer, endorser, bar code readers, specialized printer, etc.

**In State Travel/Meetings** For attendance at Department of Revenue seminars, Treasurer / Collector Association meetings, and administrative / clerical support staff seminars.

**Training and Education** The costs related MUNIS or POINT Software training, PC specialized training seminars, etc.

**Communication Telephone** This is the proportional costs assigned to the Treasurer's Office for telephone service.

**Communication Postage** This is the direct cost associated with the mailings from the Treasurer's Office.

**Copy/Mail Center Fees** This is the proportional cost assigned to the Treasurer's Office for mail center labor for mail handling and copy charges.

### **Tech. & Prof. Services**

**Banking Services Fees** This is utilized for payment of charges for account services such as returned check fees, service fees charged by depository banks, paying agent fees for debt service, etc. This item is level funded from FY2008 – please note that the FY2005 spending level was \$39,000.

### **Supplies**

**Office Supplies** General office supplies for the Treasurer's Office for employee benefit and bank reconciliation functions. This item has been increased by \$500 to a total of \$4,000 which is a reflection of historical costs and current year expenditures.





# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Information Technology**

### **Mission:**

To create and maintain the data and telecommunications technology infrastructure by seeking, researching, evaluating and implementing systems to improve efficiency and increase productivity necessary to advance the Town's goals and objectives.

### **Goals:**

#### *Document Archiving*

- Pursue Needs Assessment to develop a plan for archiving all Town documents; work with Town Clerk and Finance Director
- Identify costs and develop a priority & financing plan

#### *Address Organizational Issues*

- Evaluate staffing needs to best support technology needs; collaborate with School Department
- Work towards establishment of position for ongoing maintenance & development of web page

#### *Disaster Recovery Planning*

- Identify critical systems e.g. public safety, finance, payroll, etc.
- Evaluate recovery options and associated cost

#### *Miscellaneous*

- With Selected contractor increase band width for Town's internet access
- Facilitate training for employees as needed & applicable, e.g. MUNIS, web, etc.
- Continue to evaluate cost effective alternatives for equipment & technology e.g. lease vs. purchase, return-on-investment, outsourcing, etc.
- Develop policies as appropriate re: use of technology and associated equipment



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Information Technology**

### **Budget Overview:**

#### **I. Main Purpose of the Department**

The IT Department is primarily a services based department and will continue to provide broad based data and voice services to municipal employees as well as services provided to the community via the Town web site. Data services include but are not limited to network administration, database administration, web site support, network security, end-user support, hardware and software deployment/upgrades/ maintenance/troubleshooting and municipal staff training. Voice services provided by the IT Department include PBX administration, PBX installation, system configuration and deployment, voice mail account management, transaction box design, end-user support, telephone replacement and providing a point of contact with the telephone vendor.

#### **II. Recent Developments**

- Town wide Telephone System Upgrade
- Consolidation of 12 physical servers onto four virtual servers.
- Two additional VMware ESX Servers added – virtualizes physical servers, used for consolidating servers, providing disaster recovery servers and software testing.
- New Sharepoint server for Police Dept.

#### **III. Current Challenges**

- Day to day operations and the ensuring integrity of data backups and data mirrors.
- Network monitoring and troubleshooting.
- Providing PBX support.
- Maintaining Patch levels and security on desktops and servers (i.e. spyware, adware, viruses).
- Network perimeter security - currently using Checkpoint and Barracuda spam and spyware firewalls.

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

- Increase of \$15,000 in Software Maintenance budget to cover maintenance of the financial software (Munis) and virtual server software (VMware ESX Server) and virtual server back up software (Vizioncore ESX Ranger Pro)

#### **V. On the Horizon**

- More Efficient use of Virtual Servers in an iSCSI storage area network, primarily used for high availability, failover and disaster recovery and server consolidation
- Email Archiving – offsite storage, disaster recovery, continuity of operations and to meet legal and compliance-related email discovery requests.
- High Speed (10 MB) Internet connection in Town Hall to meet growing demand for online services and provide redundancy.
- Microsoft Vista operating System – still evaluating
- Evaluation of alternative desktop operating systems (Linux, Mac OS X) and open source software.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Information Technology

## Summary

## Appropriation Summary

## Information Technology

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ (+/-) % (+/-)
<b>Salaries</b>					
Personnel Services	\$ 309,493	\$ 320,990	3.71%	\$ 259,846	\$ (61,144) -19.05%
<b>Total Salaries</b>	<b>\$ 309,493</b>	<b>\$ 320,990</b>	<b>3.71%</b>	<b>\$ 259,846</b>	<b>\$ (61,144) -19.05%</b>
<b>Operating Expenses</b>					
Purchase of Services	\$ 290,014	\$ 312,600	7.79%	\$ 322,600	\$ 10,000 3.20%
Supplies	\$ 15,894	\$ 16,500	3.82%	\$ 16,500	\$ - 0.00%
Other Chgs. & Exps.	\$ 205,633	\$ 265,000	28.87%	\$ 275,000	\$ 10,000 3.77%
<b>Total Operating Expenses</b>	<b>\$ 511,541</b>	<b>\$ 594,100</b>	<b>16.14%</b>	<b>\$ 614,100</b>	<b>\$ 20,000 3.37%</b>
<b>Total Information Technology</b>	<b>\$ 821,034</b>	<b>\$ 915,090</b>	<b>11.46%</b>	<b>\$ 873,946</b>	<b>\$ (41,144) -4.50%</b>

## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

**Department: Information Technology**

### **Staffing**

	2006	2007	2008	2009	2010
Director	1	1	1	1	1
Network Administrator	1	1	1	1	1
Database Administrator	2	2	2	2	1
Data Entry Clerk	0.75	0.75	0.75	0.75	0.75
<b>Total FTE</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>4.75</b>	<b>3.75</b>

### **Total FT/PT**

**4 FT / 1 PT**

**4 FT / 1 PT**

**4 FT / 1 PT**

**4 FT / 1 PT**

**3 FT / 1 PT**

### **Notes**

Effective FY 2010, one budgeted Database Administrator position is officially being transferred to the Natick Public Schools. This position has been centrally involved with school-related IT functions in the past, and belongs within the schools budget.



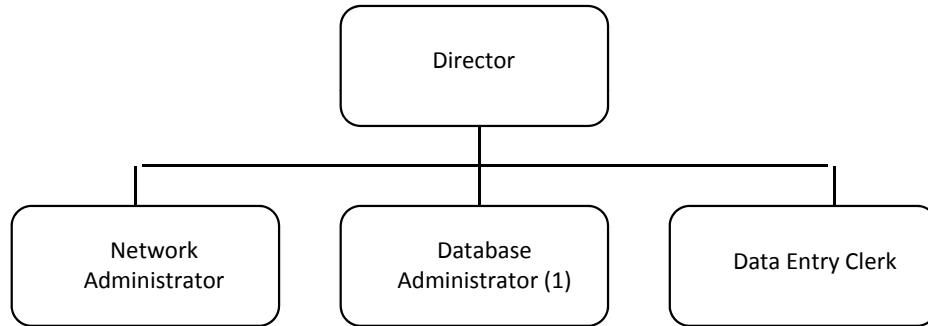
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

**Department: Information Technology**

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Information Technology

Budget Detail

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ (+/-) % (+/-)	
Salaries Management	\$ 88,108	\$ 90,752	3.00%	\$ 93,473	\$ 2,721	3.00%
Salaries Operational Staff	\$ 29,903	\$ 33,013	10.40%	\$ 34,051	\$ 1,038	3.14%
Salaries Technical/Professional	\$ 191,482	\$ 197,225	3.00%	\$ 132,322	\$ (64,903)	-32.91%
<b>Personnel Services</b>	<b>\$ 309,493</b>	<b>\$ 320,990</b>	<b>3.71%</b>	<b>\$ 259,846</b>	<b>\$ (61,144)</b>	<b>-19.05%</b>

Repairs & Maint Equipment	\$ 51,998	\$ 52,000	0.00%	\$ 52,000	\$ -	0.00%
Maintenance Contracts Software	\$ 215,735	\$ 235,000	8.93%	\$ 245,000	\$ 10,000	4.26%
Web Development	\$ 2,705	\$ -	-100.00%	\$ -	\$ -	#DIV/0!
Communication Telephone	\$ 13,025	\$ 19,600	50.48%	\$ 19,600	\$ -	0.00%
Copy/Mail Center Fees	\$ 2,335	\$ 1,000	-57.18%	\$ 1,000	\$ -	0.00%
Training & Education	\$ 4,216	\$ 5,000	18.59%	\$ 5,000	\$ -	0.00%
<b>Purchase of Services</b>	<b>\$ 290,014</b>	<b>\$ 312,600</b>	<b>7.79%</b>	<b>\$ 322,600</b>	<b>\$ 10,000</b>	<b>3.20%</b>

Computer Supplies	\$ 6,894	\$ 7,500	8.80%	\$ 7,500	\$ -	0.00%
Paper Supplies - Municipal	\$ 9,000	\$ 9,000	0.00%	\$ 9,000	\$ -	0.00%
<b>Supplies</b>	<b>\$ 15,894</b>	<b>\$ 16,500</b>	<b>3.82%</b>	<b>\$ 16,500</b>	<b>\$ -</b>	<b>0.00%</b>

Equipment Replacement Computers	\$ 72,004	\$ 75,000	4.16%	\$ 75,000	\$ -	0.00%
Software Systems Upgrade & Replace	\$ 33,284	\$ 72,000	116.32%	\$ 72,000	\$ -	0.00%
LAN/WAN Maintenance	\$ 52,588	\$ 70,000	33.11%	\$ 70,000	\$ -	0.00%
Telephone System Maintenance	\$ 47,757	\$ 48,000	0.51%	\$ 58,000	\$ 10,000	20.83%
<b>Other Chgs. &amp; Exps.</b>	<b>\$ 205,633</b>	<b>\$ 265,000</b>	<b>28.87%</b>	<b>\$ 275,000</b>	<b>\$ 10,000</b>	<b>3.77%</b>

<b>Total Information Technology</b>	<b>\$ 821,034</b>	<b>\$ 915,090</b>	<b>11.46%</b>	<b>\$ 873,946</b>	<b>\$ (41,144)</b>	<b>-4.50%</b>
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## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Information Technology

Line-Item Detail

### **Personnel Services:**

**Salaries Management** – Salary to fund the Information Technology Director's position. This position reports to the Town Administrator. Primary responsibilities include management of day to day operations, long term technology planning, evaluation of new technologies and project management, implementation of policies regarding technology and appropriate use and utilization of technology to improve services internally and to the community.

**Salaries Operational Staff** – Salary to fund (1) 30-hour position. Historically, this support position assists the Database Administrator responsible for administration and support of the School Administration and Student Scheduling Software. In FY 2010, this position will be shifted exclusively to work on municipal IT functions including but not limited to web functionality & feature development and desktop support.

**Salaries Technical/Professional** – (2) Salaries for 1 Database Administrator and 1 Network Administrator. All positions provide end-user support for computer hardware and software.

(1) Network Administrator - position provides administration/support/deployment/upgrades and maintenance for the Town voice/data network and Town telephone system and general network security (monitoring and auditing network activity, proper authentication, data backups and restoration, anti-virus software) and account management (user network accounts and email).

(1) Database Administrator position provides administration/support/deployment/upgrades and maintenance for personal computer hardware and software, network printers, network servers and account management (user network accounts and email).

### **Purchase of Services:**

**Repairs and Maintenance Equipment** – Cost of repairing, maintaining and if offered by the vendor, extending hardware maintenance on all existing equipment attached to the Town network. Includes but is not limited to personal computers, network printers and all network servers - Authentication, Email, File, Print, Application, Database and Web Servers.

**Maintenance Contracts Software** – Cost of replacing, maintaining and licensing of Town software applications. Includes but is not limited to Town's Financial Software (Munis), Operating Systems, Email System, Geographical Information System (GIS), Firewall Software and Police/Fire Computer Aided Dispatch Software, Virtual Servers Software (VMware, Vizioncore), Election System Software, database software (Informix, Oracle, Pervasive SQL, Microsoft SQL Server). In FY09 the Town's financial software (Munis) maintenance costs will increase to 99K.

**Communication Telephone** – Cost for local and long distance phone service and mobile telephones for the Information Technology Department, the Town Web Site Hosting Services at Virtual Town Hall (VTH) and Town T1 Internet Access.

**Copy/Mail Center Fees** – Cost for services provided by Town copy and mail center.

**Training Education** – Cost of providing Information Technology Staff with training to effectively administer/support/deploy software applications and hardware currently supported by Information Technology Department. Also included are the purchase of technology documentation, manuals, on-line training and training for other department's staff as necessary.

### **Supplies:**

**Computer Supplies** – Cost of purchasing miscellaneous computer supplies i.e. backup tapes, printer cartridges, storage media etc

**Paper Supplies – Municipal** – Cost for paper supplies used by Town Departments. Including but not limited to laser printer paper, green bar paper (line printers), Employee Paychecks and Tax Forms (W2, 1099).

### **Other Charges & Expenses:**

**Equipment Replacement Computers** – Cost of cyclical replacement of personal computers, networked printers, network servers and uninterrupted power supplies (UPS).

**Software Systems Upgrade & Replace** – Cost of purchasing new software applications and new software licensing. Anticipated purchases include but are not limited to integration of Windows new Vista operating system and any associated client access licenses, improving disaster recovery and security applications, Virtual Server Software, File system and Email Archiving software and High-Availability Software.

**LAN/WAN/INET Data Maintenance** – Cost of maintenance of local area and wide area networking equipment. Includes network switches, firewall equipment and INET fiber optic switching equipment.

**Telephone System/INET Voice Maintenance** – Cost of maintenance for Town PBX Telephone system, T1 fiber optic emulators, Voice Mail System and Call Accounting System.

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# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Town Clerk & Elections**

### **Mission:**

The mission of the Town Clerk's Office is to commit to working beyond the scope of the mandates and customs of the community and to serve the citizens as the focal point of town government.

### **Goals:**

#### ***Personnel Management & Training***

- Pursue opportunities for professional development in areas such as computer skills, budgeting and personnel management
- Enhance staff awareness of how their function relates to overall department mission through cross training in all key office functions
- Obtain training for personnel on web development; identify lead web person

#### ***Web Development***

- Enhance web page to provide more information to public
- Provide more opportunity for on-line transactions for licenses/permits

#### ***Records Retention/Document Archiving***

- With IT Director and Finance Director, develop plan for financing needs; pursue grant opportunities
- Utilize expertise of Library staff archivist as appropriate to prioritize needs and identify best methods
- Prioritize binding of vital statistics books and rebinding of index books

#### ***Miscellaneous***

- With Finance Director, investigate opportunity for debit card use at counter
- Stay current and comply with state mandates; incorporate into budget as applicable
- Continue to investigate best options for new voting machines; purchase when decision is made



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Town Clerk**

### **Budget Overview:**

#### **I. Main Purpose of the Department**

To serve the citizens needs in a professional way and strive, to the best of our abilities, to carry out the multitude of duties required of the Town Clerk

#### **II. Recent Developments**

Family issues with staff have caused staffing shortages at critical times.

The use of State mandated use of Auto Mark terminals to assist sight and hearing impaired voters continues to be very limited, but we must legally have them programmed and fully functional.

#### **III. Current Challenges**

Addressing changes associated with the Help America Vote Act

Time management and multi-tasking to fulfill the needs of the public.

On going cross-training for current employees is continuing. This has been challenging as a result of the number of elections this year and the preparation which is involved.

Use of the web has improved, but still requires some more training.

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

The programming for Town Elections for the Auto Mark terminals for the physically challenged will be the responsibility of the Town. Up until now, the State has provided full funding.

To comply with the election laws, we will have to send a postcard to each **inactive** voter and pay for the postage both ways. They must notify us if they either still live in town and have not returned the census or if they have moved out of town. In order for us to delete individuals from our voting lists, this is the process which must be followed. This will be an additional necessary expense.

#### **V. On the Horizon**

Re-binding of vital statistics books and index books has long been neglected. As each year passes, deterioration of these records increases.

It has become apparent during the last almost two years, that there should be an Assistant Town Clerk. When the Town was much smaller, that position was always filled. However, my predecessor (who had been the Assistant Town Clerk) determined that she would fill both roles. However, it has become apparent that the Town Clerk should have an assistant, especially with the new rules and regulations regarding elections. This could only be done through attrition, I believe, as it would be a non-union position and the personnel currently are in the Clerical Union.

Re-binding of vital statistics books and index books has long been neglected. As each year goes by, there is more and more deterioration of historical records of the town. This would be a costly procedure. This is more of a long-term project and perhaps there are grants which could be applied for.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Town Clerk & Elections

## Summary

### Appropriation Summary

#### Town Clerk & Registrar of Voters

##### Town Clerk

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Salaries</b>						
Personnel Services	183,161	192,162	4.9%	200,147	7,985	4.2%
<b>Total Salaries</b>	<b>183,161</b>	<b>192,162</b>	<b>4.9%</b>	<b>200,147</b>	<b>7,985</b>	<b>4.2%</b>
<b>Operating Expenses</b>						
Purchase of Services	5,792	5,900	1.9%	5,900	0	0.0%
Tech. & Prof. Serv.	5,076	5,000	-1.5%	5,000	0	0.0%
Supplies	2,483	2,000	-19.5%	2,500	500	25.0%
<b>Total Operating Expenses</b>	<b>13,351</b>	<b>12,900</b>	<b>-3.4%</b>	<b>13,400</b>	<b>500</b>	<b>3.9%</b>

<b>Total Town Clerk</b>	<b>196,512</b>	<b>205,062</b>	<b>4.4%</b>	<b>213,547</b>	<b>8,485</b>	<b>4.1%</b>
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##### Board of Registrars

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Salaries</b>						
Personnel Services	34,137	44,303	29.8%	22,432	-21,871	-49.4%
<b>Total Salaries</b>	<b>34,137</b>	<b>44,303</b>	<b>29.8%</b>	<b>22,432</b>	<b>-21,871</b>	<b>-49.4%</b>
<b>Operating Expenses</b>						
Purchase of Services	18,253	20,500	12.3%	35,310	14,810	72.2%
<b>Total Operating Expenses</b>	<b>18,253</b>	<b>20,500</b>	<b>12.3%</b>	<b>35,310</b>	<b>14,810</b>	<b>72.2%</b>

<b>Total Board of Registrars</b>	<b>52,391</b>	<b>64,803</b>	<b>23.7%</b>	<b>57,742</b>	<b>-7,061</b>	<b>-10.9%</b>
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<b>Total Town Clerk &amp; Elections</b>	<b>248,902</b>	<b>269,865</b>	<b>8.4%</b>	<b>271,289</b>	<b>1,424</b>	<b>0.5%</b>
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#### Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



# *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Town Clerk & Registrar of Voters

## Staffing

	2006	2007	2008	2009	2010
Town Clerk	1	1	1	1	1
Assistant Town Clerk	0	0	0	0	0
Department Assistant	1	1	1	1	1
Administrative Assistant	2	2	2	2	2
Board of Registrars	4*	4*	4*	4*	4*
Election Workers	Varied	Varied	Varied	60*	40*
<b>Total FTE</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>

**Total FT/PT**

**4 FT / Varied PT**

**4 FT / 78 PT**

**4 FT / 58 PT**

## Notes

Registrars of Voters and Election Workers each receive stipends for their service during elections. They work extremely limited hours, not really quantifiable into a FTE.



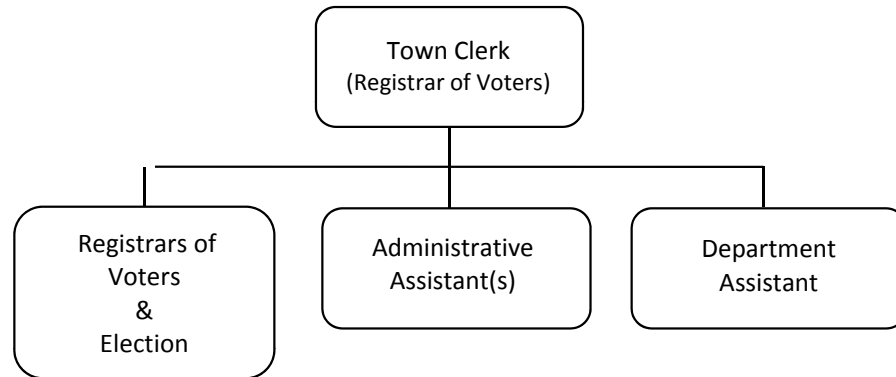
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

**Department: Town Clerk & Registrar of Voters**

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Town Clerk & Elections

## Town Clerk

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Salaries Management	62,364	64,482	3.4%	66,416	1,934	3.0%
Salaries Operation Staff	108,442	124,680	15.0%	130,731	6,051	4.9%
Add'l Comp Operational Staff	103	0	-100.0%	0	0	#DIV/0!
Operational Staff Overtime	1,572	3,000	90.8%	3,000	0	0.0%
Retirement Buy-Out	10,680	0	-100.0%	0	0	#DIV/0!
<b>Personnel Services</b>	<b>183,161</b>	<b>192,162</b>	<b>4.9%</b>	<b>200,147</b>	<b>7,985</b>	<b>4.2%</b>
Repairs & Maint Equipment	139	350	151.8%	350	0	0.0%
In State Travel/Meetings	1,277	1,000	-21.7%	1,000	0	0.0%
Communication Telephone	648	950	46.7%	950	0	0.0%
Dues & Memberships	225	400	77.8%	400	0	0.0%
Copy/Mail Center Fees	1,122	2,000	78.2%	2,000	0	0.0%
Mass General Law Updates	2,196	1,000	-54.5%	1,000	0	0.0%
Other Services Misc.	185	200	8.0%	200	0	0.0%
<b>Purchase of Services</b>	<b>5,792</b>	<b>5,900</b>	<b>1.9%</b>	<b>5,900</b>	<b>0</b>	<b>0.0%</b>
Communication Print & Advertising	5,076	5,000	-1.5%	5,000	0	0.0%
<b>Tech. &amp; Prof. Serv.</b>	<b>5,076</b>	<b>5,000</b>	<b>-1.5%</b>	<b>5,000</b>	<b>0</b>	<b>0.0%</b>
Office Supplies	2,483	2,000	-19.5%	2,500	500	25.0%
<b>Supplies</b>	<b>2,483</b>	<b>2,000</b>	<b>-19.5%</b>	<b>2,500</b>	<b>500</b>	<b>25.0%</b>
<b>Total Town Clerk</b>	<b>196,512</b>	<b>205,062</b>	<b>4.4%</b>	<b>213,547</b>	<b>8,485</b>	<b>4.1%</b>

## Board of Registrars

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Salaries Management	4,161	4,303	3.4%	4,432	129	3.0%
Salaries Election Workers	29,976	40,000	33.4%	18,000	-22,000	-55.0%
<b>Personnel Services</b>	<b>34,137</b>	<b>44,303</b>	<b>29.8%</b>	<b>22,432</b>	<b>-21,871</b>	<b>-49.4%</b>
Communication Postage	5,085	6,000	18.0%	6,810	810	13.5%
Communication Election Coding	7,122	8,500	19.4%	22,500	14,000	164.7%
Communication Printing of Ballots	3,418	4,000	17.0%	4,000	0	0.0%
Communication Books	2,629	2,000	-23.9%	2,000	0	0.0%
<b>Purchase of Services</b>	<b>18,253</b>	<b>20,500</b>	<b>12.3%</b>	<b>35,310</b>	<b>14,810</b>	<b>72.2%</b>
<b>Total Board of Registrars</b>	<b>52,391</b>	<b>64,803</b>	<b>23.7%</b>	<b>57,742</b>	<b>-7,061</b>	<b>-10.9%</b>

<b>Total Town Clerk &amp; Elections</b>	<b>248,902</b>	<b>269,865</b>	<b>8.4%</b>	<b>271,289</b>	<b>1,424</b>	<b>0.5%</b>
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## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Town Clerk & Elections

Line-Item Detail

Narrative:

### **Town Clerk**

#### **Personnel Services**

Covers the costs of 1 Town Clerk and 3 assistants within the Clerk's office.

#### **Purchase of Services**

**Repairs and Maintenance of Equipment** – Contract for time clock, maintenance of town seal.

**In State Travel /Meetings** – Able to attend conferences which offer education classes through the Mass Town Clerk's Assoc. and speakers from the Secretary of State's office

**Communication/Telephone** – Extensive communication with the Central Voter Registry at the Secretary of State's Office.

**Dues & Membership** – Cost associated with being a member of the Mass Town Clerk's Association and the Middlesex County Clerk's Association. Also pays for registration fees and dues.

**Copy/Mail Center Fees** – Large volume of vital records request. Envelopes for usage by Board of Registrars acknowledgement notices and use by Town Clerk's office.

**Mass General Laws** – Updates to Mass General Laws.

**Purchase Services** - Unforeseen expenditure.

#### **Tech & Prof. Services**

**Communication Printing & Advertising** - Warrants for all town meetings.

#### **Supplies**

**Office Supplies** – Materials needed for the day to day operation of the Town Clerk's Office. Increase to \$2,500 to cover misc. related expenses to additional election requirements and state mandates.

### **Board of Registrars**

#### **Personnel Services**

Pays for the salaries for the four (4) registrars and election workers. The reduction of \$22,000 is a factor of 2 fewer elections in FY 2010.

#### **Purchase of Services**

**Postage** – An increase is necessary to cover a federal mandate which requires the town to inquire with and pay for return notification of inactive votes prior to purging from the voter roles. There are approximately 1,500 inactive voters eligible for purging - and with one postcard to send out and another to be returned, the cost per voter is 54 cents.  $1,500 \times \$0.54 = \$810$ .

**Election Coding** – Programming of voting machine prom packs associated with all elections. We are now required to pay for our own programming of the Auto Mark Voter Assistance Terminals as per mandate of the Secretary of State. There is one assistance terminal for each polling location (7) and programming costs \$1,000 per machine, per election. We are forecasting 2 elections in FY 2010 -  $2 \text{ elections} \times 7 \text{ machines} \times \$1,000/\text{machine} = \$14,000$ .

**Printing & Advertising** – These costs are for printing of town election ballots and services related to generating census forms.

**Communication Books** – Printing of the Street List. The School Department and Registrars split the cost of the Street List.

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## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

### **Department: Sealer of Weights & Measures**

#### **Budget Overview:**

The Department of Weights and Measures enforces the Massachusetts General laws relating to Weights and Measure. It tests, inspects, seals and/or condemns weighing and measuring devices used in the sale of commodities to consumers. This includes scales, weights, gasoline meters, oil truck meters, taxi meters, and point of sale scanner systems. It also investigates sales transactions and practices upon initiative and upon complaint, and commences legal action for violations of laws.

The Sealer of Weights and Measures tests and seals close to 400 various scales, weights, liquid measuring devices, tank meters, taxi meters, and scanning systems annually.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Sealer of Weights & Measures

## Summary

## Appropriation Summary

## Sealer of Weights & Measures

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
<b>Personnel Services</b>						
Personnel Services	13,900	14,317	3.00%	14,803	486	3.39%
<b>Total Operating Expenses</b>	<b>13,900</b>	<b>14,317</b>	<b>3.00%</b>	<b>14,803</b>	<b>486</b>	<b>3.39%</b>

## Operating Expenses

Purchase of Services	643	918	42.80%	950	32	3.49%
<b>Total Other Chgs. &amp; Expenses</b>	<b>643</b>	<b>918</b>	<b>42.80%</b>	<b>950</b>	<b>32</b>	<b>3.49%</b>

<b>Total Sealer of Weights &amp; Measures</b>	<b>14,542</b>	<b>15,235</b>	<b>4.76%</b>	<b>15,753</b>	<b>518</b>	<b>3.40%</b>
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## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



# *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Sealer of Weights & Measures

Staffing	2006	2007	2008	2009	2010
Sealer of Weights & Measures	0.4	0.4	0.4	0.4	0.4
<b>Total FTE</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>

<b>Total FT/PT</b>	<b>0 FT / 1 PT</b>	<b>0 FT / 1 PT</b>	<b>0 FT / 1 PT</b>	<b>0 FT / 1 PT</b>	<b>0 FT / 1 PT</b>
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## Notes



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

**Department: Sealer of Weights & Measures**

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Salaries Technical & Professional	13,900	14,317	3.0%	14,803	486	3.4%
<b>Personnel Services</b>	<b>13,900</b>	<b>14,317</b>	<b>3.0%</b>	<b>14,803</b>	<b>486</b>	<b>3.4%</b>
Repairs & Maint Supplies	568	568	0.0%	600	32	5.6%
Training & Education	0	200	#DIV/0!	200	0	0.0%
Dues & Subscriptions	75	150	100.0%	150	0	0.0%
<b>Purchase of Services</b>	<b>643</b>	<b>918</b>	<b>42.8%</b>	<b>950</b>	<b>32</b>	<b>3.5%</b>
<b>Total Sealer of Weights &amp; Measures</b>	<b>14,542</b>	<b>15,235</b>	<b>4.8%</b>	<b>15,753</b>	<b>518</b>	<b>3.4%</b>



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: **Sealer of Weights & Measures**

Line-Item Detail

Narrative:

### **Personnel Services**

**Salaries Technical & Professional:** Pays for the Sealer of Weights & Measures.

### **Purchase of Services**

**Repairs & Maintenance Supplies:** Supplies required to carry out the duties of the office to include weights, vinyl seals, and any miscellaneous office supplies, postage, et al.

**Training & Education:** In compliance with the Merchant and Consumer Protection Act, this line item is required for certification programs and continuing education programs required to stay current in the field.

**Dues & Subscriptions:** Memberships in the National Conferance of Weights and Measures as well as the Massachusetts Weights and Measures Association. Related publications and regulations required to be on hand.



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

### **Department: Parking Enforcement**

#### **Mission:**

Enforce parking bylaws in the downtown Natick area thru monitoring and ticketing as applicable.

#### **Goals:**

In addition to the above stated mission, we would like to eventually replace the meters as funds become available



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

### **Department: Parking Enforcement**

#### **Budget Overview:**

##### **I. Main Purpose of the Department**

Provides parking enforcement primarily in the "Downtown" area including the Parking Clerk and ticketing staff salaries. The budget includes all necessary funding for ticket supplies & materials, meter equipment, parking passes and stickers, and the costs associated with the lease of the parking lot from St. Patrick's Church.

##### **II. Recent Developments**

There is a need to replace and / or refurbish the meter housing that are several decades old.

##### **III. Current Challenges**

Replacement of the equipment within the limited available funding.

##### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

None

##### **V. On the Horizon**

Nothing



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Parking Enforcement

## Summary

## Appropriation Summary

## Parking Enforcement

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010	
					\$	%
<b>Salaries</b>						
Personnel Services	26,963	39,730	47.35%	41,082	1,352	3.40%
<b>Total Operating Expenses</b>	<b>26,963</b>	<b>39,730</b>	<b>47.35%</b>	<b>41,082</b>	<b>1,352</b>	<b>3.40%</b>
<b>Operating Expenses</b>						
Purchase of Services	12,875	12,000	-6.80%	12,000	0	0.00%
Other Services Misc.	0	425	n/a	425	0	0.00%
Technical & Professional Services	74,244	70,500	-5.04%	73,500	3,000	4.26%
Supplies	1,794	2,900	61.65%	2,900	0	0.00%
<b>Total Operating Expenses</b>	<b>88,913</b>	<b>85,825</b>	<b>-3.47%</b>	<b>88,825</b>	<b>3,000</b>	<b>3.50%</b>

<b>Total Parking Enforcement</b>	<b>115,876</b>	<b>125,555</b>	<b>8.4%</b>	<b>129,907</b>	<b>4,352</b>	<b>3.5%</b>
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## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	





## *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Parking Enforcement

Staffing	2006	2007	2008	2009	2010
Parking Clerk	0.05	0.05	0.05	0.05	0.05
Parking Enforcement Officer	1	1	1	1	1
<b>Total FTE</b>	<b>1.05</b>	<b>1.05</b>	<b>1.05</b>	<b>1.05</b>	<b>1.05</b>

<b>Total FT/PT</b>	<b>1 FT / 1 PT</b>	<b>1 FT / 1 PT</b>	<b>1 FT / 1 PT</b>	<b>1 FT / 1 PT</b>	<b>1 FT / 1 PT</b>
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### Notes

The Natick Police Department has staffed the Parking Enforcement Officer position with multiple individuals working part-time effective 2008.



# Town of Natick

Home of Champions

FY 2010 Budget Development

## Department: Parking Enforcement

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ %	
Salaries Technical & Professional	5,134	3,941	-23.2%	4,074	133	3.4%
Salaries Operational Staff	21,830	35,789	63.9%	37,008	1,219	3.4%
<b>Personnel Services</b>	<b>26,963</b>	<b>39,730</b>	<b>47.3%</b>	<b>41,082</b>	<b>1,352</b>	<b>3.4%</b>
Repairs/Maintenance Equipment	12,875	12,000	-6.8%	12,000	0	0.0%
Communication Telephone	0	0	#DIV/0!	0	0	#DIV/0!
<b>Purchase of Services</b>	<b>12,875</b>	<b>12,000</b>	<b>-6.8%</b>	<b>12,000</b>	<b>0</b>	<b>0.0%</b>
Clothing Allowance	0	425	#DIV/0!	425	0	0.0%
<b>Other Services Misc.</b>	<b>0</b>	<b>425</b>	<b>#DIV/0!</b>	<b>425</b>	<b>0</b>	<b>0.0%</b>
Parking Collection Service	24,244	17,500	-27.8%	17,500	0	0.0%
Lease Payment Church MBTA Lot	50,000	53,000	6.0%	56,000	3,000	5.7%
<b>Technical &amp; Professional Services</b>	<b>74,244</b>	<b>70,500</b>	<b>-5.0%</b>	<b>73,500</b>	<b>3,000</b>	<b>4.3%</b>
Parking Tickets/Stickers	1,794	2,900	61.6%	2,900	0	0.0%
<b>Supplies</b>	<b>1,794</b>	<b>2,900</b>	<b>61.6%</b>	<b>2,900</b>	<b>0</b>	<b>0.0%</b>
<b>Total Parking Enforcement</b>	<b>115,876</b>	<b>125,555</b>	<b>8.4%</b>	<b>129,907</b>	<b>4,352</b>	<b>3.5%</b>



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Parking Enforcement

Line-Item Detail

Narrative:

### **Personnel Services:**

**Salaries:** The requested budget amount represents the salaries equivalent to a full time Parking Enforcement Officer and part time Parking Clerk.

### **Purchase of Services:**

**Repairs / Maintenance Equipment:** This is utilized for routine repairs to meter mechanisms. The Town is in the process of replacing the current meter housings with new or refurbished housings. These funds are used for preventative maintenance including battery replacements on the electronic meter mechanisms installed approximately four (4) years ago.

### **Other Services Misc.:**

**Cleaning Allowance:** Allowance for cleaning of the Parking Enforcement Officer's uniforms, cold weather gear, etc.

### **Technical/Professional Services:**

**Parking Collection Service:** Contractual agreement with the Town of Natick's Deputy Collector for collection of delinquent parking tickets. This includes non-payment notices, warrant for collection, Registry of Motor Vehicles notification, etc.

**Lease Payment / Church MBTA Lot:** This represents the lease payment for the St. Patrick's Church parking lot. The lot is utilized for MBTA commuter parking. The appropriation request of \$56,000 is nearly fully offset by sales receipts from parking permits,

### **Supplies:**

**Parking Tickets / Stickers:** This represents the purchase of parking tickets and other parking related sticker or notices.



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Community Development**

### **Mission:**

***We are dedicated to making our town a better and safer place to live.***

A place where people want to raise a family and have their children raise their children. The Community Development Department works to protect, and where possible, enhance our natural resources and preserve the quality of life for the citizens of Natick. Through our Boards and Commission we strive to serve by building lasting partnerships with individual residents, community groups, professional services, providers, contractors, business leaders, and local and state officials. We stand for a commitment to the long-term interests of our community, and to delivering the highest quality of service.

### **Goals:**

#### ***Expand Community Development Staff***

- Hire Housing Planner; integrate into existing team
- Appropriately delegate duties

#### ***Improve Downtown/In-Town Parking***

- Promote/assist MBTA to build garage at West Natick Station
- Promote/advance public/private garage at Middlesex Avenue site
- Review on-street parking to maximize availability & utilization
- Evaluate downtown parking fee structure to maximize revenue

#### ***Evaluate Downtown Parking Requirements (Zoning Bylaws)***

- Study existing requirements
- Compare with contemporary standards
- Prepare recommendation to Planning Board, Zoning Board of Appeals, Board of Selectmen, and Natick Center Associates
- Advance by-law modifications as necessary

#### ***Improve Local Traffic Conditions***

- Oversee redesign of Oak St./Rte 9 intersection
- Participate in selection of engineering firm for Route 27 redesign
- Oversee conceptual design for Rte27/Rte9 intersection; seek funds for further design
- Serve as Town's key liaison on transportation issues

#### ***Evaluate MWRTA Natick Service***

- Review routes, schedules
- Review connectivity to major destinations
- Make recommendations as necessary
- Connect/respond to future growth



# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

## **Department: Community Development**

### **Goals (con't)**

#### *Advance Proactive Approach to Affordable Housing*

- Manage 40B projects
- Determine interest in worker housing type development
- Review Subsidized Housing Inventory status; project need post-2010 census
- Promote HOOP and Smart Growth projects
- Promote Inclusionary Housing bylaw

#### *Assist Cochituate Rail Trail Advisory Committee*

- Develop scope for preliminary design and cost estimate
- Advocate for project inclusion on state "TIP" funding list

#### *Assist Affordable Housing Trust Fund Committee*

- Consider transfer of targeted HOME funds
- Transfer Planning Board mitigation items to AHTF
- Facilitate opportunities to fund projects

#### *Miscellaneous*

- With Deputy Town Administrator, improve system to track peer review funds
- Improve departmental web pages; work with boards on their pages
- Ensure Boards have appropriate support
- Ensure continued compliance on permitted projects

### **Budget Overview:**

#### **I. Main Purpose of the Department**

The Department works to protect and enhance the quality of life and natural environment in Natick through administration and enforcement of land development, building and conservation regulations. The Department does this by:

- Reviewing construction plans, issuing building permits and inspecting projects and properties.
- Working with municipal boards, businesses and residents to develop plans to guide our community's future.
- Reviewing, updating and enforcing applicable By Laws, as well as informing the public regarding these regulations.

#### **II. Recent Developments**

The Town is managing multiple 40B affordable housing projects in various stages from permitting to construction, largely through the Zoning Board of Appeals and the Community Development Department. The Natick Mall expansion is near completion while the "lifestyle center" along the Route 9 side of the property is still in construction.

Expansion of the Natick MathWork's facility has been approved with many approval conditions which will focus upon neighborhood improvements. The Town is in the process of actively undertaking three major roadway improvement projects including the redesign of North Main Street to the Wayland town line; design of improvements to the intersection of Oak Street and Route 9; and, planning and redesign of the intersection of Route 27 with Route 9.



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

### **Department: Community Development**

#### **Budget Overview: (con't)**

Redevelopment planning and permitting of the Natick Paperboard site as a State approved smart growth project is also actively underway as of late calendar year 2008 and will continue with refinements as directed by the Town.

#### **III. Current Challenges**

- High levels of development continue, placing a significant workload on the Department and Boards.
- Addressing major planning concerns such as affordable housing, growth management and all forms of transportation.
- Continually reviewing development projects, special permits and subdivisions to assure permit conditions are met.
- Assisting various groups and boards (Selectmen, Planning, Zoning, Conservation, Open Space, Natick Center Associates and many other groups).
- Managing affordable housing related demands as imposed by the State.

#### **IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact**

- The building permitting and construction review of major construction projects such as the Cloverleaf 40B, continued
- Natick Mall development, the South Natick Hills 40B, the Grant Street 40B, the Armory redevelopment, downtown HOOP projects and others continue to place major demands on our small staff.
- Addressing the management of affordable housing units being created in the Town (sales, lotteries, deed restrictions, obtaining State approvals, etc.) and assuring that the Town can obtain certification of the units as affordable units.

#### **V. On the Horizon**

- Development of an automated permit tracking system will enhance management oversight and will allow residents to view permit status on line.
- Pursue applicable state and federal grants.
- Pursue bidding, design and state funding for the reconstruction of North Main Street, and major Rt. 9 intersections.
- Oversee planning design and coordination of public improvements associated with the Mall, including affordable housing, public safety, and open space.
- Pursue scanning and electronic filing of 45 years of plans to address plan storage problems plaguing department.
- Pursue linking to Town's electronic real property data system which department currently cannot do.
- Attaining appropriate staffing levels to address departmental responsibilities.



# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Community Development

## Summary

## Appropriation Summary

## Community Development

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ (+/-) % (+/-)	
<b>Salaries</b>						
Personnel Services	\$ 621,631	\$ 716,210	15.2%	\$ 667,966	\$ (48,244)	-7%
<b>Total Salaries</b>	<b>\$ 621,631</b>	<b>\$ 716,210</b>	<b>15.2%</b>	<b>\$ 667,966</b>	<b>\$ (48,244)</b>	<b>-6.74%</b>
<b>Operating Expenses</b>						
Purchase of Services	\$ 10,636	\$ 14,805	39.2%	\$ 14,805	\$ -	0%
Supplies	\$ 4,815	\$ 5,000	3.8%	\$ 5,000	\$ -	0%
Tech. & Prof. Serv.	\$ 19,695	\$ 12,500	-36.5%	\$ 12,500	\$ -	0%
<b>Total Operating Expenses</b>	<b>\$ 35,145</b>	<b>\$ 32,305</b>	<b>-8.1%</b>	<b>\$ 32,305</b>	<b>\$ -</b>	<b>0.00%</b>
<b>Total Community Development</b>	<b>\$ 656,776</b>	<b>\$ 748,515</b>	<b>14.0%</b>	<b>\$ 700,271</b>	<b>\$ (48,244)</b>	<b>-6.45%</b>

## Program Improvement Request Summary

	2010 Requested
None.	
<b>Total</b>	<b>\$ -</b>
Compensation	
Benefits	
Expenses	
<b>Total</b>	



## *Town of Natick*

Home of Champions

FY 2010 Budget Development

Department: Community Development

### Staffing

	2006	2007	2008	2009	2010
Director	1	1	1	1	1
Building Commissioner	1	1	1	1	1
Assistant Inspector	2	2	2	2	2
Plumbing Inspector	1	1	1	1	1
Electrical Inspector	2	2	2	2	2
Planner	0	0	0	1	1
Office Assistant	1	1	1	1	1
Administrative Assistant	2	2	2	2	2
Environmental Compliance/Conservation Agent	0.5	0.5	0.5	0.5	0.5
Part-Time Inspectors	3.56	3.56	3.56	3.56	2.1
<b>Total FTE</b>	<b>14.06</b>	<b>14.06</b>	<b>14.06</b>	<b>15.06</b>	<b>13.60</b>

### Total FT/PT

10 FT / 7 PT   10 FT / 7 PT   10 FT / 7 PT   11 FT / 7 PT   11 FT / 6 PT

### Notes

The Environmental Compliance Officer/Conservation Agent is funded one-half through this department, one-half through the Selectmen's Office.





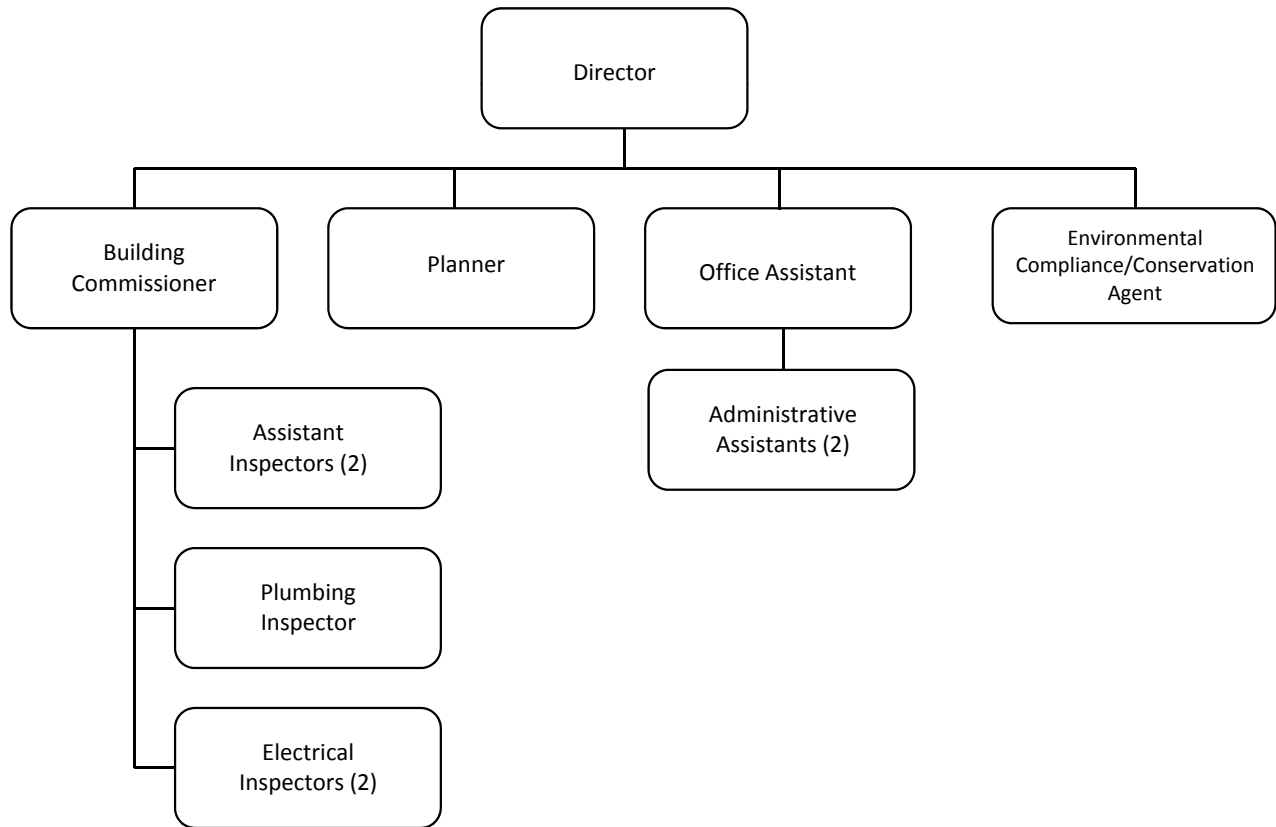
# ***Town of Natick***

Home of Champions

FY 2010 Budget Development

**Department: Community Development**

Organizational Chart





# Town of Natick

Home of Champions

FY 2010 Budget Development

Department: Community Development

Budget Detail

	2008 Actual	2009 Appropriated	08 vs. 09 %	2010 Requested	2009 vs. 2010 \$ (+/-) % (+/-)	
Salaries Management	\$ 169,449	\$ 174,577	3.0%	\$ 179,814	\$ 5,237	3.00%
Salaries Supervisory	\$ 44,783	\$ 46,127	3.00%	\$ 47,252	\$ 1,125	2.44%
Salaries Operational Staff	\$ 84,601	\$ 86,314	2.03%	\$ 88,735	\$ 2,421	2.80%
Salaries Technical & Professional	\$ 163,051	\$ 234,246	43.66%	\$ 241,122	\$ 6,876	2.94%
Salaries Tech & Prof Inspector's	\$ 7,465	\$ 149,023	1896.21%	\$ 86,831	\$ (62,192)	-41.73%
Salaries Temp Operational Staff	\$ 134,527	\$ 10,000	-92.57%	\$ 8,261	\$ (1,739)	-17.39%
Add'l Comp Supervisory Staff	\$ 896	\$ 923	3.04%	\$ 951	\$ 28	3.03%
Salaries Operation Staff Overtime	\$ 16,859	\$ 15,000	-11.03%	\$ 15,000	\$ -	0.00%
<b>Personnel Services</b>	<b>\$ 621,631</b>	<b>\$ 716,210</b>	<b>15.21%</b>	<b>\$ 667,966</b>	<b>\$ (48,244)</b>	<b>-6.74%</b>
In State Travel/Meetings	\$ 337	\$ 2,400	612.23%	\$ 2,400	\$ -	0.00%
Communication Telephone	\$ 2,127	\$ 2,875	35.14%	\$ 2,875	\$ -	0.00%
Dues & Subscriptions	\$ 535	\$ 800	49.53%	\$ 800	\$ -	0.00%
Training & Education	\$ 3,217	\$ 2,000	-37.82%	\$ 2,000	\$ -	0.00%
Communication Postage	\$ 2,530	\$ 2,730	7.89%	\$ 2,730	\$ -	0.00%
Copy/Mail Center Fees	\$ 1,889	\$ 4,000	111.70%	\$ 4,000	\$ -	0.00%
<b>Purchase of Services</b>	<b>\$ 10,636</b>	<b>\$ 14,805</b>	<b>39.20%</b>	<b>\$ 14,805</b>	<b>\$ -</b>	<b>0.00%</b>
Consultant Services	\$ 4,595	\$ -	-100.00%	\$ -	\$ -	#DIV/0!
Communication Print & Advertising	\$ 4,985	\$ 12,000	140.71%	\$ 12,000	\$ -	0.00%
Communication Books & Publications	\$ 1,589	\$ 500	-68.53%	\$ 500	\$ -	0.00%
Professional Services - Other	\$ 8,525		-100.00%	\$ -	\$ -	#DIV/0!
<b>Tech. &amp; Prof. Serv.</b>	<b>\$ 19,695</b>	<b>\$ 12,500</b>	<b>-36.53%</b>	<b>\$ 12,500</b>	<b>\$ -</b>	<b>0.00%</b>
Office Supplies	\$ 4,815	\$ 5,000	3.85%	\$ 5,000	\$ -	0.00%
<b>Supplies</b>	<b>\$ 4,815</b>	<b>\$ 5,000</b>	<b>3.85%</b>	<b>\$ 5,000</b>	<b>\$ -</b>	<b>0.00%</b>
<b>Total Community Development</b>	<b>\$ 656,776</b>	<b>\$ 748,515</b>	<b>13.97%</b>	<b>\$ 700,271</b>	<b>\$ (48,244)</b>	<b>-6.45%</b>



## ***Town of Natick***

Home of Champions

FY 2010 Budget Development

Department: Community Development

Line-Item Detail

### Narrative:

**Salaries Technical & Professional Inspectors** - We propose reducing this line-item by nearly 42% as the activities which temporary inspectors were chiefly involved with - the construction and inspection of the Natick Collection - is finished. This retains 1.4 FTE wiring inspectors and .7 FTE plumbing inspectors within the budget.

**Salaries Temp Operational Staff** – We propose maintaining the FY09 level of temp staffing with the same figure of \$10,000. This allows the Department to have coverage during summer and vacation periods. Also it provides the Department with the ability to compile useful data as required by the budgeting process.

**Salaries Operation Staff Overtime** – We propose maintaining the FY09 level of Operation Staff Overtime at \$15,000 to address the on-going demands of night-time board work. This includes staffing to assist the functions of the Planning Board, Zoning Board and Conservation Commission.

**Purchase of Services** – An amount of \$14,805, identical to the FY2009 figure, is proposed for FY2010 to cover travel, telephone, dues and subscriptions training and education (critical for inspectors), postage, copying and mailings.

**Technical & Professional Services** - The budget allows no ability to hire consultant services to assist in various areas of departmental focus. However, the proposed budget of \$12,500 follows the same rate as used in FY2009 to allow for (required) legal notifications and postings in local papers for board review purposes.

**Supplies** – This is for general office supplies for the year. There is no change proposed.